



Debra P. Dexter  
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Federal Regulatory and Legal Affairs

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February 23, 2018

Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Re: CERTIFICATION OF PUBLIC NOTICE OF COPPER RETIREMENT  
NETWORK CHANGE UNDER RULE 51.332(d)  
Copper Retirement ID No. 2017-02-A-MD  
WC Docket No. 17-332**

Dear Ms. Dortch:

Verizon is submitting its certification of public notice of copper retirement network change as required by FCC Rule 51.332(d). This certification pertains to Verizon's June 1, 2017 Notice of Copper Retirement at locations in the Bethesda, Columbia, Glen Burnie, Rockville, and Towson, MD central offices.

Please contact me should you need any further information.

Sincerely,

A handwritten signature in black ink, appearing to read "Debra P. Dexter", with a checkmark at the end.

**CERTIFICATION OF PUBLIC NOTICE(s) OF COPPER RETIREMENT  
NETWORK CHANGE UNDER RULE 51.332(d)  
Copper Retirement ID No. 2017-02-A-MD  
WC Docket No. 17-332**

I certify under penalty of perjury that, to the best of my knowledge, information, and belief, the foregoing is true and correct. Executed on February 23, 2018.

1. Identification of Proposed Changes: Retirement of copper distribution and loop facility at locations in the Bethesda, Columbia, Glen Burnie, Rockville, and Towson, MD central offices;
2. On June 1, 2017, notice was given in compliance with Code of Federal Regulation (CFR) 47, Subsection §51.332(b)(1);
3. On June 1, 2017, Verizon timely served a copy of its notice filed pursuant to CFR §51.332(b)(1) upon entities within the affected service area that directly interconnect with Verizon's network;
4. Attachment A provides the name and address of each entity referred to in paragraph 3, above;
5. On June 1, 2017, Verizon timely notified and submitted a copy of its public notice to the Maryland Public Service Commission, to Governor Larry Hogan, and to the Department of Defense in compliance with CFR §51.332(b)(4). No Tribal nation will be impacted by this copper retirement;
6. On June 1, 2017, Verizon timely served the customer notice required by CFR §51.332(b)(3) upon retail customers within the affected service area; and on November 17, 2017 and January 26, 2018, Verizon provided notification to additional retail customers that it inadvertently failed to notice on June 1, 2017.
7. Attachment B contains a representative copy of the written notices provided to retail customers;
8. Verizon has complied with the requirements of CFR §68.110(b) of this chapter;
9. Verizon has complied with the good faith communication requirements of paragraph CFR §51.332(g) and will continue to do so until implementation of the planned copper retirement is complete; and
10. On December 1, 2017, the Commission assigned WC Docket No. 17-332 and NCD-2724 for Verizon's copper retirement notice 2017-02-A-MD.



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Silvana Grady  
Director – Business Transformation  
Verizon

## **ATTACHMENT A**

<u>Customer Legal Entity Name</u>	<u>Address line 1</u>	<u>Address line 2</u>	<u>City</u>	<u>State</u>	<u>ZIP</u>
365 Wireless LLC	2870 Peachtree Rd #951		Atlanta	GA	30305
365 Wireless, LLC	2870 Peachtree Rd #951		Atlanta	GA	30305
Access 2000	1241 West Chester Pike		West Chester	PA	19382
Access Point Inc.	1100 Crescent Green	Suite 109	Cary	NC	27511
Acecape	277 Broadway Suite 807		New York	NY	10007
ACN Communication Services, Inc.	1000 Progress Place NE		Concord	NC	28025
ACN Communication Services, LLC	1000 Progress Place		Concord	NC	28025
ACN Communication Services, LLC	1000 Progress Place		Concord	NC	28025
Airespring, Inc.	6060 Sepulveda Blvd., 2nd Floor		Van Nuys	CA	91411
Allied Telecom Group, LLC	1400 Crystal Dr., Ste. 700		Arlington	VA	22202
America Online, Inc.	22000 AOL Way		Dulles	VA	20166
American Telecharge, Inc.	P.O. Box 130659		Dallas	TX	75313
American Telecharge, Inc.	24 Winding Way		Mullica Hill	NJ	8062
Aquis Wireless Communications Inc.	1720 Lakepointe Dr., Ste. 100		Lewisville	TX	75057
Armstrong Telecommunications, Inc.	10806 Garrison Hollow Road		Clear Spring	MD	21722
Arrival Communications Inc.	515 S. Flower Street	47th Floor	Los Angeles	CA	90071
Arrival Communications Inc.	515 S. Flower Street	47th Floor	Los Angeles	CA	90071
Astound Broadband, LLC	401 Kirkland Parkplace	Suite 500	Kirkland	WA	98033
AT&T Corp.	One AT&T Way, RM 2A132		Bedminster	NJ	7921
AT&T Corp.	240 N Meridan St, RM 1830		Indianapolis	IN	46204
AT&T Corp.	3600 Aynor Dr.		Mitchellville	MD	20721
AT&T Corp.	208 S Akard St., Rm 3135		Dallas	TX	75202
AT&T Internet Services	308 S Akard Street, Room 1520		Dallas	TX	75202
Atlantech Online, Inc.	1010 Wayne Avenue, Suite 630		Silver Spring	MD	20910
ATX Licensing, Inc.	800 Westchester Avenue		Rye Brook	NY	10573
ATX Licensing, Inc.	1018 West Ninth Avenue		King of Prussia	PA	19406
Baltimore-Washington Telephone Company	4695 MacArthur Court, Ste. 930		Newport Beach	CA	92660
Bandwidth.com CLEC, LLC	900 Main Campus Dr., Ste. 500		Raleigh	NC	27606
Bandwidth.com, Inc.	900 Main Campus Drive, Suite 500		Raleigh	NC	27606
Barr Tell USA, Inc.	218 East Park Ave	Suite 522	Long Beach	NY	11561
BCM One, Inc.	521 5th Avenue, Fl 14		New York	NY	10175
BCM One, Inc.	521 5th Ave, Fl 14		New York	NY	10175
BCM One, Inc.	521 5th Avenue, Fl 14		New York	NY	10175
BCN Telecom, Inc.	1200 Mt. Kemble Ave., Floor 3		Morristown	NJ	7960
BCN Telecom, Inc.	1200 Mt. Kemble Ave., Floor 3		Morristown	NJ	7960
BellSouth BSE Incorporated	400 Perimeter Center Terrace	Suite 400	Atlanta	GA	30346
Berkshire County Network	17 Depot St		Adams	MA	1220
BestWeb Corp.	25 South Riverside Av		Croton	NY	10520
Birch Communications of the Northeast, Inc.	2323 Grand Blvd., Ste. 925		Kansas City	MO	64108
Birch Communications of the Northeast, Inc.	140 Gateway Dr., Ste. A		Macon	GA	31210
Block Line Systems, LLC	1645 West Chester Pike, Suite 200		West Chester	PA	19382
Block Line Systems, LLC	1645 West Chester Pike		West Chester	PA	19382
Block Line Systems, LLC	213 Market St., 8th Floor		Harrisburg	PA	17101
Block Line Systems, LLC	3050 K Street, N.W.	Washington Harbour; Suite 400	Washington	DC	20007
Blue Casa Telephone, LLC	114 E Haley Street, Ste A		Santa Barbara	CA	93101
Brightlink Communications, LLC	2970 Peachtree Rd., Suite 300		Atlanta	GA	30305
Broad Sky Networks LLC	750 NW Charbonneau St., Ste. 201		Bend	OR	97703
Broadview Networks, Inc.	800 Westchester Avenue		Ryebrook	NY	10573
Broadview Networks, Inc. and Broadview Networks of Virginia Inc.	800 Westchester Ave, Suite 501		Ryebrook	NY	10573

<u>Customer Legal Entity Name</u>	<u>Address line 1</u>	<u>Address line 2</u>	<u>City</u>	<u>State</u>	<u>ZIP</u>
Broadvox-CLEC LLC	36 South Franklin St.		Chagrin Falls	OH	44022
Broadvox-CLEC LLC	75 Erieview Plaza, Suite 400		Cleveland	OH	44114
Broadvox-CLEC, LLC	75 Erieview Plz	Ste. 400	Cleveland	OH	44114
BTI Communications, Inc.	1344 40th St.		Brooklyn	NY	11218
Budget PrePay, Inc.	1325 Barksdale Blvd, Suite 200		Bossier City	LA	71111
BullsEye Telecom, Inc.	25925 Telegraph Road, Suite 210		Southfield	MI	48033
BullsEye Telecom, Inc.	25925 Telegraph Road, Suite 210		Southfield	MI	48033
Business Automation Technologies, Inc.	116 Oceanport Ave., Bldg 1		Little Silver	NJ	7739
Business Telecom Inc.	7037 Old Madison Pike	Suite 400	Huntsville	AL	35806
Business Telecom Inc.	7037 Old Madison Pike	Suite 400	Huntsville	AL	35806
Business Telecom, Inc.	7037 Old Madison Pike Rd.	Suite 400	Huntsville	AL	35806
Call America, Inc.	PO Box 8489		Stockton	CA	95208
Call America, Inc.	505 Sansome St., Ste. 900	Fl 9	San Francisco	CA	94111
Cape.com, Inc.	315 Pleasant St		Fall River	MA	2790
CBB Carrier Services, Inc.	One Allegheny Square	Suite 600	Pittsburgh	PA	15212
Cbeyond Communications, LLC	320 Interstate Parkway North	Suite 300	Atlanta	GA	30339
CBL Consulting LLC	55 Washington Ave	Ste 321	Brooklyn	NY	11201
Cellco Partnership	100 Southgate Pkwy		Morristown	NJ	7960
Cellco Partnership	180 Washington Valley Road		Bedminster	NJ	7921
Cellco Partnership	1120 Sanctuary Parkway, Suite 150	Mail Code GASA5ICT	Alpharetta	GA	30009
Cellco Partnership and Washington D.C. SMSA Limited Partnership	1120 Sanctuary Pkwy	Suite 150; MC: GASA4ICT	Alpharetta	GA	30009
Chester County Internet Service	119 N. High Street		West Chester	PA	19380
Cincinnati Bell Any Distance Inc.	221 East Fourth Street	Suite 103-1090	Cincinnati	OH	45202
Citizens Telecom Services Company, L.L.C.	111 Field Street		Rochester	NY	14620
Citizens Telecommunications Company of West Virginia	120 North Plymouth Avenue	3rd Floor	Rochester	NY	14608
Citrix Communications LLC	7414 Hollister Avenue		Goleta	CA	93117
Citrix Communications LLC	10 Exchange Place	Suite 1710	Jersey City	NJ	7302
Clear Rate Communications, Inc.	555 S. Old Woodard, Ste. 600		Birmingham	MI	48009
Clear Rate Communications, Inc.	555 S. Old Woodard, Ste. 600		Birmingham	MI	48009
Cloud 9 Internet, Inc.	222 Bloomingdale Road	Suite 403	White Plains	NY	10605
CM Tel (USA) LLC	700 S Flower Street	Suite 750	Los Angeles	CA	90017
Comcast Cable Communications, LLC	One Comcast Center	1701 JFK Boulevard	Philadelphia	PA	19103
Comcast Cable Communications, LLC	One Comcast Center	1701 JFK Boulevard	Philadelphia	PA	19103
Comcast IP Phone, LLC	One Comcast Center, 55th Floor		Philadelphia	PA	19103
Comcast Phone of Northern Maryland, Inc.	One Comcast Center, 50th Fl		Philadelphia	PA	19103
Comcast Phone of Northern Maryland, Inc.	One Comcast Center, 50th Fl		Philadelphia	PA	19103
Commrail, Inc.	34 St Martin Drive		Marlborough	MA	1752
Commrail, Inc.	12444 Powerscourt Drive	Suite 450	St Louis	MO	63131
Consolidated Communications Enterprise Services, Inc.	121 S. 17th St.		Mattoon	IL	61938
Consolidated Communications Enterprise Services, Inc.	212 Locust St. Suite 600		Harrisburg	PA	17101
Consolidated Communications Enterprise Services, Inc.	350 South Loop 336 W		Conroe	TX	77304
Cooperative Communications Inc.	412-420 Washington Ave.		Belleville	NJ	7109
Cooperative Communications, Inc.	412-420 Washington Ave.		Belleville	NJ	7109
Cooperative Communications, Inc.	412-420 Washington Ave.		Belleville	NJ	7109
Core Communications, Inc.	209 West Street, Ste. 302		Annapolis	MD	21401
Covista, Inc.	115 Gateway Dr.		Macon	GA	31210
Cox Maryland Telcom, LLC	1400 Lake Hearn Drive		Atlanta	GA	30319
Cox Maryland Telcom, LLC	6205-B Peachtree Dunwoody Road		Atlanta	GA	30328
Cox Maryland Telcom, LLC	225 Clearfield Avenue		Virginia Beach	VA	23462

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Crown Media Group	902 47th St		Brooklyn	NY	11219
CTC Communications Corp.	330 Monroe Avenue		Rochester	NY	14607
CTC Communications Corp.	1170 Peachtree Street	Suite 900	Atlanta	GA	30309
Cumberland Technologies	5170 East Trindle Rd		Mechanicsburg	PA	17050
Curatel, LLC	1605 W Olympic Blvd	Ste 800	Los Angeles	CA	90015
Cutter Communications, Inc.	217 N. Walnut St.		Sherman	TX	75090
Cutter Communications, Inc.	555 N. Henry Hynds Expressway		Van Alstyne	TX	75495
CyberNet Communications, Inc.	7750 Gloria Ave.		Van Nuys	CA	91406
DCA Net	1204 West St		Wilmington	DE	19801
Dell, Inc.	172 Spring St.		Newton	NJ	7860
DeltaCom, LLC	7037 Old Madison Pike	Suite 400	Huntsville	AL	35806
DFT Local Service Corporation	40 Temple Street		Fredonia	NY	14063
DIAD Networks LLC	725 Vasser Ave		Lakewood	NJ	8701
Discount CLEC Services Corporation	1500 Palisades Ave., Suite 8A		Fort Lee	NJ	7024
dishNET Wireline L.L.C.	9601 S. Meridan Boulevard		Englewood	CO	80112
DMR Communications, Inc.	1100 Irvine Blvd	#488	Tustin	CA	92780
Dover Radio Page Inc.	2000 Northwood Drive		Salisbury	MD	21801
DPI-Teleconnect LLC	1330 Capital Parkway		Carrollton	TX	75006
DSL Extreme	21018 Osborne St	#2	Canoga Park	VA	91304
Dynalink Communications, Inc.	927 McDonald Ave		Brooklyn	NY	11218
DynaLink Communications, Inc.	927 McDonald Ave		Brooklyn	NY	11218
EarthLink Business, LLC	330 Monroe Ave.		Rochester	NY	14607
EarthLink Business, LLC	3000 Columbia House Blvd.	Suite 106	Vancouver	WA	98661
EarthLink, Inc.	1375 Peachtree Street		Atlanta	GA	30309
Easton Telecom Services LLC	3046 Brecksville Road	Summit II	Richfield	OH	44286
EcoMobile, Inc.	2737 Via Orange Way	Suite 105	Spring Valley	CA	91978
Elephant Talk North America Corp.	3600 NW 138 St., Ste. 102		Oklahoma City	OK	73134
Enhanced Communications Network, Inc.	9550 Flair Dr., Ste. 400		El Monte	CA	91731
Entelegant Solutions Inc.	3800 Arco Corporate Drive	Suite 310	Charlotte	NC	28273
Entelegant Solutions, Inc.	3800 Arco Corporate Drive	Suite 310	Charlotte	NC	28273
Entelegant Solutions, Inc.	3800 Arco Corporate Drive	Suite 310	Charlotte	NC	28273
Entelegant Solutions, Inc.	3800 Arco Corp Dr, Ste 310		Charlotte	NC	28273
Enter.Net, Inc.	815 N. 12th St		Allentown	PA	18102
Ernest Communications Inc.	5275 Triangle Parkway	Suite 150	Norcross	GA	30092
EvenLink, LLC	PO Box 170		Sunbury	PA	17801
FastNetIT.com	1204 West St		Wilmington	DE	19801
FiberLight, LLC	11700 Great Oaks Way, Ste. 100		Alpharetta	GA	30022
FiberNet, LLC	1200 Greenbriar Street		Charleston	WV	25311
FiberNet, LLC	1200 Greenbriar Street		Charleston	WV	25311
First Communications, LLC	3340 West Market St.		Akron	OH	44333
First Communications, LLC	3340 West Market Street		Akron	OH	44333
France Telecom Corporate Solutions, LLC	13775 McLearn Road	Mailstop 1100	Oak Hill	VA	20171
Freedom Ring Communications LLC	359 Corporate Drive		Portsmouth	NH	03801-2888
Frontier Communications of Breezewood, LLC	401 Merritt 7		Norwalk	CT	6851
Frontier Communications of Breezewood, LLC	401 Merritt 7		Norwalk	CT	6851
Frontier West Virginia Inc.	14500 Burnhaven Dr.	Suite 193	Burnsville	MN	55306
Frontier West Virginia Inc.	120 North Plymouth Avenue	3rd Floor	Rochester	NY	14608
Frontier West Virginia Inc.	120 North Plymouth Avenue	3rd Floor	Rochester	NY	14608
Frontier West Virginia Inc.	401 Merritt 7		Norwalk	CT	6851

<u>Customer Legal Entity Name</u>	<u>Address line 1</u>	<u>Address line 2</u>	<u>City</u>	<u>State</u>	<u>ZIP</u>
Full Service Network L.P.	600 Grant Street, Ste. 3075		Pittsburgh	PA	15219
Full Service Network LP	600 Grant St		Pittsburgh	PA	15219
Gateway Communications Services, Inc.	8070 Georgia Avenue, Suite 210		Silver Spring	MD	20910
GC Pivotal, LLC d/b/a Global Capacity	7600 East Orchard Road		Greenwood Village	CO	80111
Global Connection Inc. of America	5555 Oakbrook Parkway	Suite 620	Norcross	GA	30093
Global Crossing Local Services Inc.	44633 Guilford Drive		Ashburn	VA	20147
Global Crossing Local Services, Inc. and Global Crossing	225 Kenneth Drive		Rochester	NY	14623
Global Crossing Local Services, Inc. and Global Crossing	225 Kenneth Drive		Rochester	NY	14623
Global Telcom Inc.	33 Market St	2nd Flr	Morristown	NJ	7960
Globecomm Network Services Corp.	45 Oser Ave.		Hauppauge	NY	11788
GOES Telecom Inc.	271 Main Street	Suite C	Hackettstown	NJ	07840-2032
GOES Telecom, Inc.	271 Main St	Suite C	Hackettstown	NJ	07840-2032
Goff Network Technologies	1717 Pennsylvania Ave NW	12th Floor	Washington	DC	20006
Goff Network Technologies	6488 Parkland Drive		Sarasota	FL	34243
Granite Telecommunications LLC	100 Newport Avenue Ext.		Quincy	MA	2171
Granite Telecommunications LLC	100 Newport Avenue Ext.		Quincy	MA	2171
Granite Telecommunications, LLC	100 Newport Avenue Ext.		Quincy	MA	2171
Granite Telecommunications, LLC	100 Newport Avenue Ext.		Quincy	MA	2171
GTT Americas, LLC	1835-B Kramer Lane, Ste. 100		Austin	TX	78758
GTT Americas, LLC	7900 Tysons Once Place	Suite 1450	McLean	VA	22102
Highland Cellular, LLC	1277 Lenox Park Blvd.	Suite 4A42	Atlanta	GA	30319
Hypercube Telecom, LLC	3200 West Pleasant Run Rd	Suite 300	Lancaster	TX	75146
IDT America Corp.	550 Broad Street		Newark	NJ	7102
IDT America Corp.	550 Broad Street, Fl 5		Newark	NJ	7102
Impulse Internet Services	5383 Hollister Ave	Ste 240	Santa Barbara	CA	93111
iNetworks Group, Inc.	125 S Wacker Drive	Suite 2510	Chicago	IL	60606
Infinity Internet, Inc.	1101 SE Tech Center Dr	Ste 150	Vancouver	WA	98683
Information Boulevard Internet Service	180 Main St		Hornell	NY	14843
Intelligent Servers Inc.	303 Najoles Road	Suite 108	Millersville	MD	21108
InterGlobe Communications	101 Tyrellan Ave., Fl 1		Staten Island	NY	10309
InterMetro Communications, Inc.	2685 Park Center Drive	Building A	Simi Valley	CA	93065
Internet Junction Corporation	12807 W. Hillsborough Ave	Suite I	Tampa	FL	33635
Intrado Communications Inc.	1601 Dry Creek Drive		Longmont	CO	80503
Invision.Com, Inc.	47 Mall Dr		Commack	NY	11725
Jay Telecom Inc.	2 Parker Blvd.		Monsey	NY	10952
KCI Construction Services, LLC	921 Mercantile Drive, Suite H		Hanover	MD	21076
KMC Telecom II Inc.	4910 Corporate Drive	Suite C	Huntsville,	AL	35805
Lan2Wan Internet	1278 Glenneyre Street	Suite 227	Laguna Beach	CA	92651
Level 3 Telecom of Maryland, LLC	10475 Park Meadows Drive		Littleton	CO	80124
Level 3 Telecom of Maryland, LLC	10475 Park Meadows Drive		Littleton	CO	80124
Lightyear Network Solutions, LLC	1901 Eastpoint Parkway		Louisville	KY	40223
Limitless Mobile, LLC	2574 Interstate Ave.		Harrisburg	PA	17110
Limitless Mobile, LLC	2574 Interstate Ave.		Harrisburg	PA	17110
Limotta Internet Technologies	320 Alisal Rd	#101	Solvang	CA	93463
Litecall Inc.	1208 Avenue M, Suite 2364		Brooklyn	NY	11230
Local Access LLC	11442 Lake Butler Blvd.		Windermere	FL	34786
Local ISP, Inc.	200 Atlantic Ave		Manasquan	NJ	8736
Lumos Networks of West Virginia Inc.	One Lumos Plaza	PO Box 1068	Waynesboro	VA	22980
Lynchburg Computer Systems, Inc.	7605 Timberlake Road		Lynchburg	VA	24502

<u>Customer Legal Entity Name</u>	<u>Address line 1</u>	<u>Address line 2</u>	<u>City</u>	<u>State</u>	<u>ZIP</u>
Magna5 LLC	2828 N. Harwood St., Ste. 1700		Dallas	TX	75201
Managed Network Services LLC	3800 Bridge Parkway		Redwood Shores	CA	94065
Manhattan Telecommunications Corporation	55 Water St., Fl 32		New York	NY	10041
Manhattan Telecommunications Corporation	55 Water St., Fl 32		New York	NY	10041
Massachusetts Local Telephone Company	1953 Dorchester Avenue		Dorchester	MA	2124
Matrix Telecom, Inc.	433 E. Las Colinas Blvd.	Suite 500	Irving	TX	75039
Matrix Telecom, Inc.	433 E. Las Colinas Blvd.	Suite 500	Irving	TX	75039
Maxsip Telecom Corporation	PO Box 465		Cedarhurst	NY	11516
MCC Telephony of the Mid-Atlantic, LLC	1 Mediacom Way	Mediacom Park	Middletown	NY	10918
MCC Telephony of the Mid-Atlantic, LLC	1 Mediacom Way		Mediacom Park	NY	10918
MCImetro Access Transmission Services LLC	1320 North Court House Road	9th Floor	Arlington	VA	22201
MCImetro Access Transmission Services LLC	One Verizon Way	02 Floor Room VC32W413	Basking Ridge	NJ	7920
MCImetro Access Transmission Services LLC, MCImetro Access	One Verizon Way	02 Floor Room VC22E009	Basking Ridge	NJ	7920
MCSP, Inc.	1278 Glenneyre	#277	Laguna Beach	CA	92651
MegaNet Communications	315 Pleasant St		Fall River	MA	2721
MetroPCS Pennsylvania, LLC	2250 Lakeside Blvd.		Richardson	TX	75082
MetroPCS Wireless, Inc.	2250 Lakeside Boulevard		Richardson	TX	75082
MetroPCS Wireless, Inc.	2250 Lakeside Boulevard		Richardson	TX	75082
Metropolitan Telecommunications of Maryland, Inc.	55 Water St., Fl 32		New York	NY	10041
Metropolitan Telecommunications of Maryland, Inc.	55 Water St., Fl 32		New York	NY	10041
MidAtlantic Metro Broadband Services, Inc.	200 S. President Street	Suite 300	Baltimore	MD	21202
Mid-Atlantic Pro-Tel, Inc.	51 Aikens Center		Martinsburg	WV	25401
Mikrotec Communications of Virginia, LLC	20 Laynesville Rd.		Harold	KY	41635
Millicorp	4415 North Metro Pkwy	Ste 325	Fort Myers	FL	33916
MM Internet Inc.	3780 Kilroy Airport Way	Ste 410	Long Beach	CA	90806
MM Internet Inc.	3780 Kilroy Airport Way, Ste. 410		Long Beach	CA	90806
MMG Holdings Inc.	33 Union Street S		S. Weymouth	MA	2190
Monmouth Telephone & Telegraph, Inc.	10 Dr. James Parker Blvd.	Suite 110	Red Bank	NJ	7701
Monmouth Telephone and Telegraph, Inc.	1919 Pennsylvania Avenue, NW	Suite 200	Washington	DC	20006
Mountain Communications, LLC	Box 69G	Route 3	Bruceton Mills	WV	26525
NEON Connect, Inc.	80 Central Street		Boxborough	MA	1719
NEON Connect, Inc.	80 Central Street		Boxborough	MA	1719
NET TALK.COM, INC.	1080 NW 163rd Dr.		Miami	FL	33169
Netcarrier Telecom, Inc.	4000 N. Cannon Ave.		Lansdale	PA	19446
NetFortris Acquisition Co., Inc.	800 S. Michigan St.		Seattle	WA	98108
NetLojix Communications, Inc.	501 Bath St.		Santa Barbara	CA	93101
Network Services LLC	1720 Lakepointe Dr., Ste. 100		Lewisville	TX	75057
Network Telephone Corporation	3300 N. Pace Boulevard		Pensacola	FL	32505
Network Telephone Corporation	6801 Morrison Boulevard	Morrocroft III	Charlotte	NC	28211
Networks Online, LLC	20 W. Wilson Ave.		Girard	OH	44420
Neutral Tandem-Maryland, LLC	550 W. Adams, Ste. 900		Chicago	IL	60661
New Cingular Wireless PCS, LLC	1 AT&T Way, Rm 4A105		Bedminster	NJ	7921
New Cingular Wireless PCS, LLC	208 S. Akard		Dallas	TX	75202
New Edge Network Inc.	3000 Columbia House Blvd.	Suite 106	Vancouver	WA	98661
New Edge Network Inc.	3000 Columbia House Boulevard	Suite 106	Vancouver	WA	98661
New Frontiers Telecommunications, Inc.	49 Summit Avenue		Hagerstown	MD	21740
New Horizon Communications Corp.	420 Bedford Street, Suite 250		Lexington	MA	2420
New Horizon Communications Corp.	420 Bedford St. Suite 250		Lexington	MA	2420
NOS Communications Inc.	250 Pilot Road, Suite 300		Las Vegas	NV	89119



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NTCNet Telecom, Inc.	3077 Bridge Street	PO Box 201	Newport	NY	13416
One Voice Communications, Inc.	45610 Woodland Rd, Ste 250		Sterling	VA	20166
One Voice Communications, Inc.	45610 Woodland Rd, Ste 250		Sterling	VA	20166
One Voice Communications, Inc.	45610 Woodland Rd, Ste 250		Sterling	VA	20166
Onvoy Spectrum, LLC	10300 6th Avenue North		Plymouth	MN	55441
OpenBand of Maryland, LLC	22461 Shaw Road		Dulles	VA	20166
Pacific Bell Services	1140 Galaxy Way	Suite 400	Concord	CA	94520
PaCLEC Corporation	333 Oak Lane		Bloomsburg	PA	17815
PaCLEC Corporation	38 S 8th St.		Lebanon	PA	17042-5209
PAETEC Communications, Inc.	One PAETEC Plaza	600 Willowbrook Office Park	Fairport	NY	14450
Peerless Network of Maryland, LLC	222 S. Riverside Plaza, Ste. 2730		Chicago	IL	60606
PLDT (US) Mobility LLC	800 W. Doran Street		Glendale	CA	91203
PNG Telecommunications, Inc.	8805 Governor's Hill Dr., Ste 250		Cincinnati	OH	45249
Preferred Long Distance, Inc.	16830 Ventura Blvd., Suite 350		Encino	CA	91436
Pronto Networks, Inc.	4637 Chabot Dr., Ste. 350		Pleasanton	CA	94588
Prostar Wireless Group, LLC	1820 Gateway Drive	Suite 120	San Mateo	CA	94404
QTel, LLC	1250 Connecticut Ave. N.W.	Suite 200	Washington	DC	20036
QTel, LLC	9 Second Road		Great Neck	NY	11021
Quality Speaks, LLC	9221 Corbin Avenue	Suite 155	Northridge	CA	91324
Quality Telephone Inc.	P.O. Box 130659		Dallas	TX	75313
Quantum Internet Services, Inc.	2975B Manchester Rd.		Manchester	MD	21102
Quantum Telecommunications, Inc.	1919 Pennsylvania Avenue, N.W.	Suite 200	Washington	DC	20006
Quantum Telecommunications, Inc.	1919 Pennsylvania Avenue, N.W.	Suite 200	Washington	DC	20006
Quantum Telecommunications, Inc.	2975B Manchester Road		Manchester	MD	21102
Quantum Telecommunications, Inc.	2975B Manchester Road		Manchester	MD	21102
QuantumShift Communications, Inc.	12647 Alcosta Blvd., Suite 418		San Ramon	CA	94583
QuantumShift Communications, Inc.	12657 Alcosta Blvd, Ste 418		San Ramon	CA	94583
QuantumShift Communications, Inc.	12657 Alcosta Blvd.	Suite 418	San Ramon	CA	94583
Qwest Communications Company LLC	1801 California St.		Denver	CO	80202
Rapid Systems, Inc.	1121 N. West Shore Blvd.	Suite 711	Tampa	FL	33607
RCLEC, Inc.	1547 Palos Verdes, #298		Walnut Creek	CA	94595
RCLEC, Inc.	20 Davis Drive		Belmont	CA	94002
RCLEC, Inc.	20 Davis Drive		Belmont	CA	94002
Reynwood Communications of NY/NJ LLC	2 Hartford Drive	Suite 201	Tinton Falls	NJ	7701
RGT Utilities, Inc.	1221 Avenue of the Americas		New York	NY	10020
Rosebud Telephone, LLC	501 W Main Street		Rosebud	TX	76570
Savecom Telecom Inc.	709 Church Street		Brooklyn	NY	11218
SelecTel, Inc.	1840 E. Military Ave		Fremont	NE	68025
Shenandoah Telecommunications Company	401 Spring Lane, Suite 300	P.O. Box 1990	Waynesboro	VA	22980
Shenandoah Telecommunications Company	1150 Shenandoah Village Drive		Waynesboro	VA	22980
Shenandoah Telecommunications Company	1150 Shenandoah Village Drive		Waynesboro	VA	22980
Shenandoah Telecommunications Company	401 Spring Lane, Ste. 300		Waynesboro	VA	22980
ShenTel Communications Company	500 Shentel Way	PO Box 459	Edinburg	VA	22824
Shortline Systems Inc.	P.O. Box 18000		Baltimore	MD	21220
Smart Choice Communications, LLC	16 West 45th Street	7th Floor	New York	NY	10036
SNiP Internet & Telecom	100A Twin Bridge Dr.		Pennsauken	NJ	8110
South Maryland Internet, Inc.	PO Box 405		Prince Frederick	MD	20678
South Valley Internet	PO Box 1246		San Martin	CA	95046
Southern California Telephone Co.	27515 Enterprise Circle W.		Temecula	CA	92590

<u>Customer Legal Entity Name</u>	<u>Address line 1</u>	<u>Address line 2</u>	<u>City</u>	<u>State</u>	<u>ZIP</u>
Southwestern Bell Telephone Company	1440 Empire Central, Ste 230		Dallas	TX	75247
Spectrotel of Maryland, LLC	3535 State Hwy 66, Suite 7		Neptune	NJ	7753
Spectrotel, Inc.	555 11th Street, NW, Suite 1000		Washington	DC	20004
Spectrotel, Inc.	3535 State Highway 66, Suite 7		Neptune	NJ	7753
Spectrotel, Inc.	3535 State Highway 66, Suite 7		Neptune	NJ	7753
Spectrotel, Inc.	3535 State Hwy 66, Suite 7		Neptune	NJ	7753
Spectrotel, Inc.	3535 Rte. 66, Suite 7		Neptune	NJ	7753
SPRINT Communications Company L.P.	6100 Sprint Pkwy	MC: KSOPHK0310-3A452	Overland Park	KS	66251
SPRINT Communications Company L.P.	6100 Sprint Pkwy	MC: KSOPHK0310-3A450	Overland Park	KS	66251
Sprint Spectrum, L.P.	6240 Sprint Parkway	KSOPHC0106 - 1A153	Overland Park	KS	66251
Sprint Spectrum, L.P.	P O Box 7966		Overland Park	KS	66251
Starpower Communications, LLC	650 College Road East, Ste. 3100		Princeton	NJ	8540
Starpower Communications, LLC	650 College Road East, Ste. 3100		Princeton	NJ	8540
Sterling Telecommunications, L.L.C.	242 Beverly Road		Huntington Station	NY	11746
Syniverse Technologies, Inc.	8125 Highwoods Palm Way, MC 6L		Tampa	FL	33647-1776
Talk America Services, LLC	10802 Executive Center Dr.	Benton Bldg, Ste. 300	Little Rock	AR	72211
Tampa Bay DSL, Inc.	5151 W. Rio Vista Ave.		Tampa	FL	33634
Tel West Communications LLC	9606 N. Mopac Expressway	Suite 700	Austin	TX	78759
TelCove Operations, Inc.	1025 Eldorado Blvd.		Broomfield	CO	80021
Telebeam Telephone Systems, Inc.	36-40 37th Street		LIC	NY	11101
Telebeam Telephone Systems, Inc.	36-40 37th Street		LIC	NY	11101
Telrite Corporation	4113 Monticello Street		Covington	GA	30014
Telrite Corporation	4113 Monticello Street	PO Box 2207	Covington	GA	30014
Texas Hearing Services Corporation	1213 E. Alton Gloor Blvd.	Suite F	Brownsville	TX	78526
Thumb Cellular Limited Partnership	82 S. Main Street	Box 650	Pigeon	MI	48755
T-Mobile Northeast LLC	12920 SE 38th Street		Bellevue	WA	98006
T-Mobile Northeast LLC	12920 SE 38th Street		Bellevue	WA	98006
TNCI Operating Company LLC	114 E. Haley St., Ste. I		Santa Barbara	CA	93101
Transbeam, Inc.	8 W. 38th Street	Floor 7	New York	NY	10018
Tri-M Communications, Inc.	820 State Street	5th Floor	Santa Barbara	CA	93101
Triton Operating Company, LLC	1200 New Hampshire Avenue, N.W.	Suite 800	Washington	DC	20036-6802
Triton Operating Company, LLC	100 Westgate Parkway		Richmond	VA	23233
TVC Albany, Inc.	41 State Street		Albany	NY	12207
U.S. TelePacific Corp.	515 S. Flower Street	47th Floor	Los Angeles	CA	90071-2201
U.S. TelePacific Corp.	515 S. Flower Street	47th Floor	Los Angeles	CA	90071-2201
ULTIMATE Internet Access, Inc.	3633 E. Inland Empire Blvd	8th Floor Suite 890	Ontario	CA	91764
United Communications Systems Inc.	123 N. Wacker Dr., Fl. 7		Chicago	IL	60606
United Online, Inc.	21255 Burbank Boulevard	Suite 400	Woodland Hills	CA	91367
United Online, Inc.	21255 Burbank Boulevard	Suite 400	Woodland Hills	CA	91367
United Systems Access Inc.	5 Bragdon Lane, Ste. 200		Kennebunk	ME	4043
United Telephone of Pennsylvania LLC	1801 California Street, 9th Floor		Denver	CO	80202
United Telephone of Pennsylvania LLC	930 15th Street 6th Floor		Denver	CO	80202
US LEC of Maryland Inc.	4001 N Rodney Parham	Mailstop: B1F03-71A	Little Rock	AR	72212
US LEC of Maryland Inc.	4001 N Rodney Parham	Mailstop: B1F02-12A	Little Rock	AR	72212
USA Mobility Wireless, Inc.	3000 Technology Dr.		Plano	TX	75074
USCOC of Cumberland, LLC	8410 W. Bryn Mawr Ave., Ste. 700		Chicago	IL	60631
ValTech Communications, LLC	2020 Brice Rd., Ste. 210		Reynoldsburg	OH	43068
ValTech Communications, LLC	2020 Brice Rd, Ste. 210		Reynoldsburg	OH	43068
VCom Solutions, Inc. and QuantumShift Communications, Inc.	12657 Alcosta Blvd.		San Ramon	CA	94583

<u>Customer Legal Entity Name</u>	<u>Address line 1</u>	<u>Address line 2</u>	<u>City</u>	<u>State</u>	<u>ZIP</u>
VDL Inc.	PO Box 568		Owings Mills	MD	21117
Velocity Networks, Inc.	5155 Rosecrans Ave., #300		Hawthorne	CA	90250
Vergent, LLC	2323 Bryan Street	Sutie 2300	Dallas	TX	75218
Verizon Maryland Inc.	600 Hidden Ridge, HQEWMNOTICES		Irving	TX	75038
Verizon Maryland Inc.	1515 North Court House Road	Suite 500	Arlington	VA	22201
Verizon Services Corp.	One Verizon Way, Fl 3		Basking Ridge	NJ	9720
Verizon Services Corp.	1320 N Courthouse Rd.		Arlington	VA	22201
Vista PCS, LLC	1120 Sanctuary Parkway	STE 150 ? Mail Code GASASICT	Alpharetta	GA	30009
Vista PCS, LLC	1300 I Street, NW Suite 400 West		Washington	DC	20005
Vonage Holdings Corporation	23 Main Street		Holdmel	NJ	7733
Vonage Holdings Corporation	23 Main Street		Holdmel	NJ	7733
Vonage Network LLC	23 Main Street		Holmdel	NJ	7733
Voxbeam Telecommunications, Inc.	6314 Kingspointe Parkway	Suite 1	Orlando	FL	32819
Voxbeam Telecommunications, Inc.	6314 Kingspointe Parkway	Suite 1	Orlando	FL	32819
Voxbeam Telecommunications, Inc.	6314 Kingspointe Parkway	Suite 1	Orlando	FL	32819
Wholesale Carrier Services, Inc.	12350 NW 39th Street		Coral Springs	FL	33065
Wholesale Carrier Services, Inc.	5471 N. University Dr.		Coral Springs	FL	33067
Wholesale Carrier Services, Inc.	12350 NW 39th Street		Coral Springs	FL	33065
Wide Voice, LLC	410 S. Rampart, Ste. 390		Las Vegas	NV	89145
Widomaker Communication Services	1781 Jamestown Rd., Ste. 180		Williamsburg	VA	23185
WilTel Local Network, LLC	111 Eighth Avenue		New York	NY	10011-0000
WilTel Local Network, LLC	1025 Eldorado Blvd.		Broomfield	CO	80021
WiMacTel, Inc.	2225 East Bayshore Road, Ste. 200		Palo Alto	CA	94303
Wireless Beach Access, Inc.	16601 Mosswood Dr.		Hamilton	VA	20158
WPTI Telecom LLC	1073 Sawmill Rd.		Incline Village	NV	89450
Xchange Telecom Corp.	3611 14th Avenue	Suite 215	Brooklyn	NY	11218
Xchange Telecom Corp.	3611 14th Avenue	Suite 215	Brooklyn	NY	11218
Xchange Telecom Corp.	3611 14th Ave., Ste. 215		Brooklyn	NY	11218
XecuNet	5744-R Industry Lane		Frederick	MD	21704
XO Communications Services, Inc.	13865 Sunrise Valley Dr.		Herndon	VA	20171
XO Communications Services, Inc.	8851 Sandy Pkwy		Sandy	UT	84070
Xtel Communications, Inc.	401 Route 73 North	Building 10, Suite 106	Marlton	NJ	8053
Xtel Communications, Inc.	401 Route 73 North	Building 10, Ste 106	Marlton	NJ	8053
Ymax Communications Corp.	PO Box 6785		West Palm Beach	FL	33405
Zayo Group, LLC	1805 29th Street	Suite 2050	Boulder	CO	80301

## **ATTACHMENT B**



## NOTICE OF COPPER RETIREMENT

June 1, 2017



Currently, Verizon brings voice and/or data services to your business location over copper cables. However, Verizon is updating to fiber-optic technology in your area, and will be retiring its copper facilities that currently serve your business.

To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities. If fiber is available to your business location now, we will be contacting you individually soon to schedule an appointment to transition your services to fiber. Otherwise, we will be contacting you once fiber is available. In either case we will need to move your service well before we retire the copper in your area which is scheduled for on or after June 1, 2018.

If you currently subscribe to voice service from Verizon, we will transfer your service from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any devices that rely on your voice service, such as fax machines, payment systems, or security alarms connected to a central station, will continue to work in the same way as they currently do over copper. In the event of a commercial power outage, your voice service will not work without battery backup. We can provide a battery backup device for an additional charge.

If you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change since that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet. Fios Internet is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

There are some copper-based low bandwidth private line services that will not be available on fiber in the future. Many of them are outdated and may not meet your needs going forward. If you subscribe to one of those services, we will work with you to find a more appropriate service to meet your needs. Low bandwidth private line circuits that are transferred to fiber will have no change in price, terms and conditions.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). If you still have questions, please contact your Verizon sales representative or Janet Gazlay Martin at 1.844.881.4693.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin  
Director-Network Transformation  
[janet.a.gazlaymartin@verizon.com](mailto:janet.a.gazlaymartin@verizon.com)  
Verizon  
230 W 36<sup>th</sup> St. NY, NY 10018

**On behalf of:**

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> One Verizon Way Basking Ridge, NJ 07920	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
<b>Verizon Maryland LLC</b> 1 East Pratt Street Baltimore, MD 21202	<b>Verizon New York Inc.</b> 140 West Street New York, NY 10007	
<b>Verizon New England Inc.</b> 125 High Street Oliver Tower 7th Floor Boston, MA 02110	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

**Federal Communications Commission**

445 12th Street SW

Washington, DC 20554

Phone: (888) 225-5322

<https://consumercomplaints.fcc.gov/hc/en-us>**State Public Utility Commissions**

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<b>Maryland Public Service Commission</b> William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	<b>Pennsylvania Public Utility Commission</b> PO Box 3265 Harrisburg, PA 17105-3265 (717) 772-7777
<b>Massachusetts Department of Telecommunications &amp; Cable</b> 1000 Washington Street Suite 820 Boston, MA 02118-6500 (617) 305-3580	<b>Rhode Island Public Utilities Commission</b> 89 Jefferson Boulevard Warwick, RI 02888 (401) 941-4500
<b>New Jersey Board of Public Utilities</b> 44 South Clinton Avenue 3 <sup>rd</sup> Floor, Suite 314 P.O. Box 350 Trenton, NJ 08625-0350 (800) 624-0241	<b>Virginia State Corporation Commission Public Utilities</b> P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

## Frequently Asked Questions

- 1. Why fiber-optics?** Fiber-optic facilities provide bandwidth to meet today's digital demands and the possibilities of tomorrow. And the quality, performance, and reliability that fiber-optics delivers for voice and other services are far superior to copper.
- 2. I don't want fiber-optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. How can I schedule an appointment?** There is no need to schedule an appointment at this time. Verizon will contact your company to make arrangements for the migration to fiber.
- 4. Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your location to connect to your equipment. Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 5. Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. Any DS1 services will also remain the same. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
- 6. What is the backup battery?** We will provide you with backup battery options that will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on corded telephones. Depending on the type of Verizon equipment installed at your location, backup power may be provided by a 12-volt battery or a device that uses 12 D-cell batteries. At the time of the installation, the technician will provide you with details on the specific backup power options available for your location. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 7. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



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Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

Janet Gazlay Martin  
Director-Network Transformation  
[janet.a.gazlaymartin@verizon.com](mailto:janet.a.gazlaymartin@verizon.com)  
Verizon  
230 W 36<sup>th</sup> St. NY, NY 10018



**On behalf of:**

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<b>Verizon New England Inc.</b> 125 High Street Oliver Tower 7th Floor Boston, MA 02110	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

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<b>Maryland Public Service Commission</b> William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	<b>Pennsylvania Public Utility Commission</b> PO Box 3265 Harrisburg, PA 17105-3265 (717) 772-7777
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<b>New Jersey Board of Public Utilities</b> 44 South Clinton Avenue 3 <sup>rd</sup> Floor, Suite 314 P.O. Box 350 Trenton, NJ 08625-0350 (800) 624-0241	<b>Virginia State Corporation Commission Public Utilities</b> P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

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You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink, reading "Janet Gazlay Martin".

Janet Gazlay Martin  
Director-Network Transformation  
Verizon  
230 W 36<sup>th</sup> St. NY, NY 10018

**On behalf of:**

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> One Verizon Way Basking Ridge, NJ 07920	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
<b>Verizon Maryland LLC</b> 1 East Pratt Street Baltimore, MD 21202	<b>Verizon New York Inc.</b> 140 West Street New York, NY 10007	
<b>Verizon New England Inc.</b> 125 High Street Oliver Tower 7th Floor Boston, MA 02110	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

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<b>Maryland Public Service Commission</b> William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	<b>Pennsylvania Public Utility Commission</b> PO Box 3265 Harrisburg , PA 17105-3265 (717) 772-7777
<b>Massachusetts Department of Telecommunications &amp; Cable</b> 1000 Washington Street Suite 820 Boston, MA 02118-6500 (617) 305-3580	<b>Rhode Island Public Utilities Commission</b> 89 Jefferson Boulevard Warwick, RI 02888 (401) 941-4500
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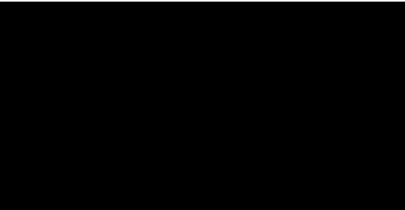
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3. **Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your location to connect to your equipment. Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
4. **Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. Any DS1 services will also remain the same. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
5. **What is the backup battery?** We will provide you with backup battery options that will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on corded telephones. Depending on the type of Verizon equipment installed at your location, backup power may be provided by a 12-volt battery or a device that uses 12 D-cell batteries. At the time of the installation, the technician will provide you with details on the specific backup power options available for your location. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
6. **What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



## NOTICE OF COPPER RETIREMENT

June 1, 2017



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To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities. If fiber is available to your business location now, we will be contacting you individually soon to schedule an appointment to transition your services to fiber. Otherwise, we will be contacting you once fiber is available. In either case we will need to move your service well before we retire the copper in your area which is scheduled for on or after June 1, 2018.

We will transfer your voice service from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any devices that rely on your voice service, such as fax machines, payment systems, or security alarms connected to a central station, will continue to work in the same way as they currently do over copper. In the event of a commercial power outage, your voice service will not work without battery backup. Battery back-up options are available depending on the number of lines to be supported. Our representatives can best answer your questions when you call to make an appointment.

Similarly, if you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change since that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet. Fios Internet is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

There are some copper-based low bandwidth private line services that will not be available on fiber in the future. Many of them are outdated and may not meet your needs going forward. If you subscribe to one of those services, we will work with you to find a more appropriate service to meet your needs. Low bandwidth private line circuits that are transferred to fiber will have no change in price, terms and conditions.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). If you still have questions, please call us Monday through Friday, 8:30 a.m. – 6:00 p.m. at 1.877.505.1185.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin  
Director-Network Transformation  
Verizon  
230 W 36<sup>th</sup> St., NY, NY 10018

**On behalf of:**

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> One Verizon Way Basking Ridge, NJ 07920	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
<b>Verizon Maryland LLC</b> 1 East Pratt Street Baltimore, MD 21202	<b>Verizon New York Inc.</b> 140 West Street New York, NY 10007	
<b>Verizon New England Inc.</b> 125 High Street Oliver Tower 7th Floor Boston, MA 02110	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

**Federal Communications Commission**

445 12th Street SW  
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Phone: (888) 225-5322  
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**State Public Utility Commissions**

<b>Delaware Public Service Commission</b> Cannon Building, Suite 100 861 Silver Lake Boulevard Dover, DE 19904 (302) 736-7500	<b>New York State Department of Public Service</b> 3 Empire State Plaza Albany, New York 12223-1350 (518) 402-1435
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Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

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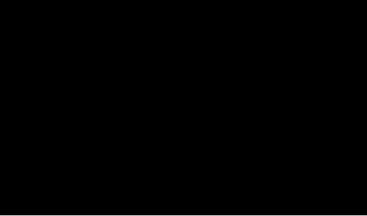
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You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink, reading "Janet Gazlay Martin".

Janet Gazlay Martin  
Director-Network Transformation  
Verizon  
230 W 36<sup>th</sup> St.  
NY, NY 10018

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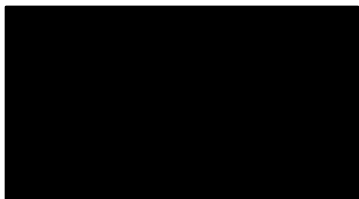
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- 3. How can I schedule an appointment?** Verizon will contact you to schedule an appointment that is convenient for you. You may also call us at 1.877.439.7442 if you have any questions.
- 4. Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your home to connect to your phones. We will also provide a backup battery for voice service (see Question #6). Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
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## AVISO DE RETIRADA DEL COBRE

1 de junio de 2017



En la actualidad, Verizon le presta los servicios de voz o datos que llegan a su hogar a través de cables de cobre. No obstante, la compañía está instalando tecnología de fibra-óptica en su zona y esto significa que se retirarán las instalaciones de cobre que les sirven a usted y a sus vecinos.

Para poder continuar prestándole sus servicios, Verizon tendrá que trasladarlos a las nuevas instalaciones de fibra-óptica. Si ya está disponible la fibra para su residencia, pronto nos pondremos en contacto con usted personalmente para hacer una cita con el fin de instalarle el servicio de fibra. De lo contrario, nos comunicaremos con usted cuando esté disponible. En cualquier caso necesitaremos trasladar el servicio con bastante antelación a la fecha en que se retire el cobre de su zona, que será el día 1 de junio de 2018 o después de esa fecha.

La transferencia de los servicios de voz de cobre a fibra será gratuita. Esta transferencia no cambiará de ningún modo el servicio de voz que usted recibe de Verizon. Podrá seguir suscrito el mismo servicio de voz al mismo precio y con los mismos términos y condiciones. Además, los dispositivos que dependan del servicio de voz, como pueden ser máquinas de fax, dispositivos médicos o alarmas de seguridad conectadas a una estación central, seguirán funcionando como lo han hecho hasta ahora con las instalaciones de cobre. También le facilitaremos gratis un dispositivo que funcionará como batería de reserva. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera cuando se produce un corte de electricidad. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar la disponibilidad.

Si se suscribe a nuestro servicio de Internet de Alta Velocidad, sí habrá un cambio, ya que dicho servicio no se ofrece en las instalaciones de fibra. En su lugar el acceso a Internet se ofrece a través del servicio Internet de Fios. Internet de Fios está disponible a velocidades muy superiores a las que alcanza el Internet de Alta Velocidad. Este servicio estará disponible a un precio especial para los clientes que migren de cobre a fibra como resultado de la retirada de las instalaciones de cobre. En algunos casos, el precio puede ser inferior o superior al que paga ahora por el acceso a Internet.

En la sección de preguntas más frecuentes encontrará más información sobre la actualización con fibra o también puede visitar [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). Si sigue teniendo alguna duda, llámenos de lunes a viernes de 8 a.m. a 8 p.m. o los sábados de 9 a.m. a 5 p.m. al 1.877.439.7442.

También puede ponerse en contacto con la Comisión Federal de Comunicaciones o la comisión de su estado si tiene alguna pregunta.

Permítame agradecerle su lealtad como cliente y su confianza.

Atentamente,

Janet Gazlay Martin  
Directora, Network Transformation  
Verizon  
230 W 36<sup>th</sup> St. NY, NY 10018

## En nombre de:

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## Comisiones de servicios públicos estatales

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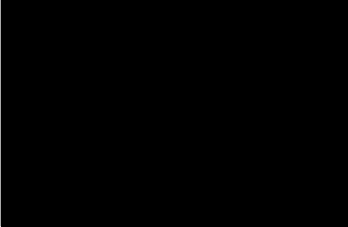
## Preguntas más frecuentes

- 1. ¿Por qué la fibra-óptica?** Las instalaciones de fibra-óptica ofrecen el ancho de banda necesario para responder a las exigencias digitales de hoy y a las posibilidades de mañana. Además, la calidad, rendimiento y confiabilidad que la fibra-óptica ofrece para servicios de voz y de otro tipo son muy superiores al cobre.
- 2. No quiero fibra-óptica. ¿Qué otras alternativas hay?** Una vez retiremos las instalaciones de cobre de su área, solo prestaremos servicio a través de fibra óptica. Por este motivo, si desea seguir recibiendo los servicios de Verizon, deberá migrar a nuestras instalaciones de fibra.
- 3. ¿Cómo hago la cita?** Verizon se comunicará con usted para hacer una cita en la fecha que le resulte más conveniente. Si lo prefiere, puede llamarnos al teléfono 1.877.439.7442 si tiene alguna pregunta.
- 4. ¿Es complicado el proceso de instalación? ¿Qué equipo necesito para usar las instalaciones de fibra-óptica?** Nuestra intención es que este proceso sea lo más sencillo posible. Nosotros le facilitaremos e instalaremos todo el equipo necesario y utilizaremos los cables que ya tiene instalados en su hogar para conectar los teléfonos. También le entregaremos una batería de reserva para el servicio de voz (ver la pregunta 6). Nuestro técnico contestará a sus preguntas y se asegurará de que todo funcione debidamente antes de irse.
- 5. ¿Cambiará el servicio o los precios debido a la actualización con fibra?** El servicio de voz que tiene ahora no cambiará, excepto que le llegará a través de las instalaciones de fibra-óptica que son de calidad superior. El servicio de Internet de Alta Velocidad no se ofrece en las instalaciones de fibra, pero en su lugar puede suscribirse a Internet de Fios. Si decide hacerlo, se le facturará el servicio que elija.
- 6. ¿Qué es la batería de reserva?** Le facilitaremos de forma gratuita una batería de reserva que suministrará energía a su servicio de voz en caso de que haya un corte de electricidad, para que pueda hacer y recibir llamadas, incluido al 911, desde teléfonos fijos con cable. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar el suministro de reserva. Los teléfonos inalámbricos, los equipos de alarma y cualquier otro dispositivo que necesite electricidad para funcionar no recibirán la alimentación de la batería de reserva.
- 7. ¿Qué ocurre si cambio de proveedor?** Ya hemos notificado a los proveedores que utilizan las instalaciones de cobre de Verizon sobre la transición de cobre a fibra y también ellos tendrán que migrar a las instalaciones de fibra-óptica de Verizon. Si lo desea puede transferir ("port") su número a otro proveedor.



## NOTICE OF COPPER RETIREMENT

June 1, 2017



Currently, Verizon brings voice and/or data services to your home over copper cables. However, the company is updating to fiber-optic technology in your area, and will be retiring its copper facilities that currently serve you and your neighbors.

To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities. If fiber is available to your home now, we will be contacting you individually soon to schedule an appointment to transition your services to fiber. Otherwise, we will be contacting you once fiber is available. In either case we will need to move your service well before we retire the copper in your area which is scheduled for on or after June 1, 2018.

We will transfer your voice services from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any devices that rely on your voice service, such as fax machines, medical devices, or security alarms connected to a central station, will continue to work in the same way as they currently do over copper. We will also provide you with a battery backup device at no charge. For almost all residential customers, that device uses standard D-cell batteries that can support up to 24 hours of standby voice service during a commercial power outage. In case of a prolonged power outage, you can simply replace the batteries and extend the backup power.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change since that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet. Fios Internet is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). For more information, please call us at 1.844.686.3868.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin  
Director-Network Transformation  
Verizon  
230 W 36<sup>th</sup> St.  
NY, NY 10018

**On behalf of:**

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> One Verizon Way Basking Ridge, NJ 07920	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
<b>Verizon Maryland LLC</b> 1 East Pratt Street Baltimore, MD 21202	<b>Verizon New York Inc.</b> 140 West Street New York, NY 10007	
<b>Verizon New England Inc.</b> 125 High Street Oliver Tower 7th Floor Boston, MA 02110	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

**Federal Communications Commission**

445 12th Street SW  
Washington, DC 20554  
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<https://consumercomplaints.fcc.gov/hc/en-us>

**State Public Utility Commissions**

<b>Delaware Public Service Commission</b> Cannon Building, Suite 100 861 Silver Lake Boulevard Dover, DE 19904 (302) 736-7500	<b>New York State Department of Public Service</b> 3 Empire State Plaza Albany, New York 12223-1350 (518) 402-1435
<b>Maryland Public Service Commission</b> William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	<b>Pennsylvania Public Utility Commission</b> PO Box 3265 Harrisburg, PA 17105-3265 (717) 772-7777
<b>Massachusetts Department of Telecommunications &amp; Cable</b> 1000 Washington Street Suite 820 Boston, MA 02118-6500 (617) 305-3580	<b>Rhode Island Public Utilities Commission</b> 89 Jefferson Boulevard Warwick, RI 02888 (401) 941-4500
<b>New Jersey Board of Public Utilities</b> 44 South Clinton Avenue 3 <sup>rd</sup> Floor, Suite 314 P.O. Box 350 Trenton, NJ 08625-0350 (800) 624-0241	<b>Virginia State Corporation Commission Public Utilities</b> P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

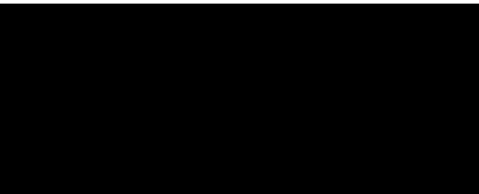
## Frequently Asked Questions

- 1. Why fiber-optics?** Fiber-optic facilities provide bandwidth to meet today's digital demands and the possibilities of tomorrow. And the quality, performance, and reliability that fiber-optics delivers for voice and other services are far superior to copper.
- 2. I don't want fiber-optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your home to connect to your phones. We will also provide a backup battery for voice service (see Question #5). Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 4. Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
- 5. What is the backup battery?** We will provide you with a backup battery device at no charge that will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on your corded telephones. For almost all residential customers, we can provide a battery backup device that can provide standby service for up to 24 hours using standard D-cell batteries. In the event of a prolonged power outage, you can simply replace the D-cell batteries for additional backup power. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 6. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



## AVISO DE RETIRADA DEL COBRE

1 de junio de 2017



En la actualidad, Verizon le presta los servicios de voz o datos que llegan a su hogar a través de cables de cobre. No obstante, la compañía está instalando tecnología de fibra-óptica en su zona y esto significa que se retirarán las instalaciones de cobre que les sirven a usted y a sus vecinos.

Para poder continuar prestándole sus servicios, Verizon tendrá que trasladarlos a las nuevas instalaciones de fibra-óptica. Si ya está disponible la fibra para su residencia, pronto nos pondremos en contacto con usted personalmente para hacer una cita con el fin de instalarle el servicio de fibra. De lo contrario, nos comunicaremos con usted cuando esté disponible. En cualquier caso necesitaremos trasladar el servicio con bastante antelación a la fecha en que se retire el cobre de su zona, que será el día 1 de junio de 2018 o después de esa fecha.

La transferencia de los servicios de voz de cobre a fibra será gratuita. Esta transferencia no cambiará de ningún modo el servicio de voz que usted recibe de Verizon. Podrá seguir suscrito el mismo servicio de voz al mismo precio y con los mismos términos y condiciones. Además, los dispositivos que dependan del servicio de voz, como pueden ser máquinas de fax, dispositivos médicos o alarmas de seguridad conectadas a una estación central, seguirán funcionando como lo han hecho hasta ahora con las instalaciones de cobre. También le facilitaremos gratis un dispositivo que funcionará como batería de reserva. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera cuando se produce un corte de electricidad. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar la disponibilidad.

Si se suscribe a nuestro servicio de Internet de Alta Velocidad, sí habrá un cambio, ya que dicho servicio no se ofrece en las instalaciones de fibra. En su lugar el acceso a Internet se ofrece a través del servicio Internet de Fios. Internet de Fios está disponible a velocidades muy superiores a las que alcanza el Internet de Alta Velocidad. Este servicio estará disponible a un precio especial para los clientes que migren de cobre a fibra como resultado de la retirada de las instalaciones de cobre. En algunos casos, el precio puede ser inferior o superior al que paga ahora por el acceso a Internet.

En la sección de preguntas más frecuentes encontrará más información sobre la actualización con fibra o también puede visitar [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). Para obtener más información, por favor llame al 1.844.686.3868.

También puede ponerse en contacto con la Comisión Federal de Comunicaciones o la comisión de su estado si tiene alguna pregunta.

Permítame agradecerle su lealtad como cliente y su confianza.

Atentamente,

Janet Gazlay Martin  
Directora, Network Transformation  
Verizon  
230 W 36<sup>th</sup> St. NY, NY 10018

## En nombre de:

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> One Verizon Way Basking Ridge, NJ 07920	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
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<b>Verizon New England Inc.</b> 125 High Street Oliver Tower 7th Floor Boston, MA 02110	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

## Federal Communications Commission

445 12th Street SW

Washington, DC 20554

Teléfono: (888) 225-5322

<https://consumercomplaints.fcc.gov/hc/en-us>

## Comisiones de servicios públicos estatales

<b>Delaware Public Service Commission</b> Cannon Building, Suite 100 861 Silver Lake Boulevard Dover, DE 19904 (302) 736-7500	<b>New York State Department of Public Service</b> 3 Empire State Plaza Albany, New York 12223-1350 (518) 402-1435
<b>Maryland Public Service Commission</b> William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	<b>Pennsylvania Public Utility Commission</b> PO Box 3265 Harrisburg, PA 17105-3265 (717) 772-7777
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## Preguntas más frecuentes

1. **¿Por qué la fibra-óptica?** Las instalaciones de fibra-óptica ofrecen el ancho de banda necesario para responder a las exigencias digitales de hoy y a las posibilidades de mañana. Además, la calidad, rendimiento y confiabilidad que la fibra-óptica ofrece para servicios de voz y de otro tipo son muy superiores al cobre.
2. **No quiero fibra-óptica. ¿Qué otras alternativas hay?** Una vez retiremos las instalaciones de cobre de su área, solo prestaremos servicio a través de fibra óptica. Por este motivo, si desea seguir recibiendo los servicios de Verizon, deberá migrar a nuestras instalaciones de fibra.
3. **¿Es complicado el proceso de instalación? ¿Qué equipo necesito para usar las instalaciones de fibra-óptica?** Nuestra intención es que este proceso sea lo más sencillo posible. Nosotros le facilitaremos e instalaremos todo el equipo necesario y utilizaremos los cables que ya tiene instalados en su hogar para conectar los teléfonos. También le entregaremos una batería de reserva para el servicio de voz (ver la pregunta 5). Nuestro técnico contestará a sus preguntas y se asegurará de que todo funcione debidamente antes de irse.
4. **¿Cambiará el servicio o los precios debido a la actualización con fibra?** El servicio de voz que tiene ahora no cambiará, excepto que le llegará a través de las instalaciones de fibra-óptica que son de calidad superior. El servicio de Internet de Alta Velocidad no se ofrece en las instalaciones de fibra, pero en su lugar puede suscribirse a Internet de Fios. Si decide hacerlo, se le facturará el servicio que elija.
5. **¿Qué es la batería de reserva?** Le facilitaremos de forma gratuita una batería de reserva que suministrará energía a su servicio de voz en caso de que haya un corte de electricidad, para que pueda hacer y recibir llamadas, incluido al 911, desde teléfonos fijos con cable. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar el suministro de reserva. Los teléfonos inalámbricos, los equipos de alarma y cualquier otro dispositivo que necesite electricidad para funcionar no recibirán la alimentación de la batería de reserva.
6. **¿Qué ocurre si cambio de proveedor?** Ya hemos notificado a los proveedores que utilizan las instalaciones de cobre de Verizon sobre la transición de cobre a fibra y también ellos tendrán que migrar a las instalaciones de fibra-óptica de Verizon. Si lo desea puede transferir ("port") su número a otro proveedor.



## NOTICE OF COPPER RETIREMENT

June 1, 2017



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If you currently subscribe to voice service from Verizon, we will transfer your service from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any devices that rely on your voice service, such as fax machines, payment systems, or security alarms connected to a central station, will continue to work in the same way as they currently do over copper. In the event of a commercial power outage, your voice service will not work without battery backup. We can provide a battery backup device for an additional charge.

If you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change since that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet. Fios Internet is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

There are some copper-based low bandwidth private line services that will not be available on fiber in the future. Many of them are outdated and may not meet your needs going forward. If you subscribe to one of those services, we will work with you to find a more appropriate service to meet your needs. Low bandwidth private line circuits that are transferred to fiber will have no change in price, terms and conditions.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). If you still have questions, please contact your Verizon sales representative or Janet Gazlay Martin at 1.844.881.4693.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin  
Director-Network Transformation  
[janet.a.gazlaymartin@verizon.com](mailto:janet.a.gazlaymartin@verizon.com)  
Verizon  
230 W 36<sup>th</sup> St. NY, NY 10018



**On behalf of:**

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<b>Verizon Maryland LLC</b> 1 East Pratt Street Baltimore, MD 21202	<b>Verizon New York Inc.</b> 140 West Street New York, NY 10007	
<b>Verizon New England Inc.</b> 125 High Street Oliver Tower 7th Floor Boston, MA 02110	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

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<b>Maryland Public Service Commission</b> William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	<b>Pennsylvania Public Utility Commission</b> PO Box 3265 Harrisburg, PA 17105-3265 (717) 772-7777
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## Frequently Asked Questions

- 1. Why fiber-optics?** Fiber-optic facilities provide bandwidth to meet today's digital demands and the possibilities of tomorrow. And the quality, performance, and reliability that fiber-optics delivers for voice and other services are far superior to copper.
- 2. I don't want fiber-optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. How can I schedule an appointment?** There is no need to schedule an appointment at this time. Verizon will contact your company to make arrangements for the migration to fiber.
- 4. Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your location to connect to your equipment. Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 5. Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. Any DS1 services will also remain the same. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
- 6. What is the backup battery?** We will provide you with backup battery options that will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on corded telephones. Depending on the type of Verizon equipment installed at your location, backup power may be provided by a 12-volt battery or a device that uses 12 D-cell batteries. At the time of the installation, the technician will provide you with details on the specific backup power options available for your location. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 7. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



## NOTICE OF COPPER RETIREMENT

November 17, 2017



Currently, Verizon brings voice and/or data services to your business location over copper cables. However, the company is updating to fiber-optic technology in your area and will be retiring its copper facilities that currently serve your business.

To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities. If fiber is available to your business now, we will be contacting you individually soon to schedule an appointment to transition your services to fiber. Otherwise, we will be contacting you once fiber is available. In either case we will need to move your service well before we retire the copper in your area. Our plan is to retire our copper facilities in this area pursuant to our copper retirement notice filed with the FCC on June 1, 2017. You will have at least 180 days from the date of this letter before you are required to transition your service to fiber.

If you currently subscribe to voice service from Verizon, we will transfer your service from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any existing devices that rely on your current voice service such as fax machines, medical devices, or security alarms connected to a central station are fully compatible with voice service over fiber. In the event of a commercial power outage your voice service will not work without battery backup. We can provide a battery backup device for an additional charge.

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<b>Verizon New England Inc.</b> 6 Bowdoin Square 9 <sup>th</sup> Floor Boston, MA 02114	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

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<b>Massachusetts Department of Telecommunications &amp; Cable</b> 1000 Washington Street Suite 820 Boston, MA 02118-6500 (800) 392-6066	<b>Rhode Island Public Utilities Commission</b> 89 Jefferson Boulevard Warwick, RI 02888 (401) 941-4500
<b>New Jersey Board of Public Utilities</b> 44 South Clinton Avenue 3 <sup>rd</sup> Floor, Suite 314 P.O. Box 350 Trenton, NJ 08625-0350 (800) 624-0241	<b>Virginia State Corporation Commission Public Utilities</b> P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

## Frequently Asked Questions

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To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities. If fiber is available to your business now, we will be contacting you individually soon to schedule an appointment to transition your services to fiber. Otherwise, we will be contacting you once fiber is available. In either case we will need to move your service well before we retire the copper in your area. Our plan is to retire our copper facilities in this area pursuant to our copper retirement notice filed with the FCC on June 1, 2017. You will have at least 180 days from the date of this letter before you are required to transition your service to fiber.

If you currently subscribe to voice service from Verizon, we will transfer your service from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any existing devices that rely on your current voice service such as fax machines, medical devices, or security alarms connected to a central station are fully compatible with voice service over fiber. In the event of a commercial power outage your voice service will not work without battery backup. We can provide a battery backup device for an additional charge.

If you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change because that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet and is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

There are some copper-based low bandwidth private line services that will not be available on fiber in the future. Many of them are outdated and may not meet your needs going forward. If you subscribe to one of those services, we will work with you to find a more appropriate service to meet your needs. Low bandwidth private line circuits that are transferred to fiber will have no change in price, terms and conditions.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). If you still have questions, please contact your Verizon sales representative or Janet Gazlay Martin at 1.800.324.1497.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

Janet Gazlay Martin  
Director-Network Transformation  
[janet.a.gazlaymartin@verizon.com](mailto:janet.a.gazlaymartin@verizon.com)  
Verizon  
230 W 36<sup>th</sup> St. NY, NY 10018

**On behalf of:**

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> One Verizon Way Basking Ridge, NJ 07920	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
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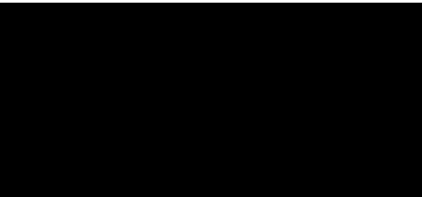
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- 4. Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your location to connect to your equipment. Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
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Verizon  
230 W 36<sup>th</sup> St. NY, NY 10018

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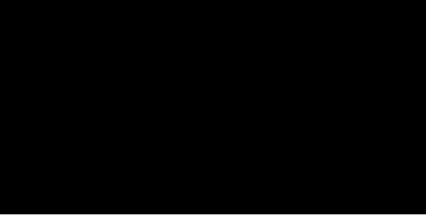
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Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin  
Director-Network Transformation  
Verizon  
230 W 36<sup>th</sup> St., NY, NY 10018

**On behalf of:**

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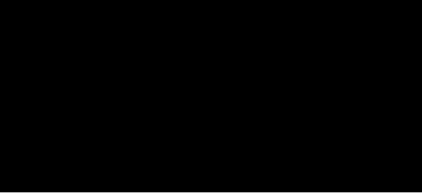
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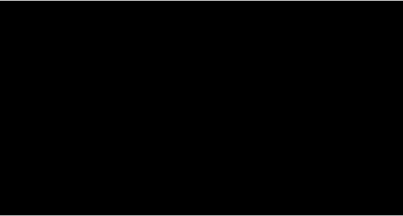
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If you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change because that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet and is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

There are some copper-based low bandwidth private line services that will not be available on fiber in the future. Many of them are outdated and may not meet your needs going forward. If you subscribe to one of those services, we will work with you to find a more appropriate service to meet your needs. Low bandwidth private line circuits that are transferred to fiber will have no change in price, terms and conditions.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). If you still have questions, please contact your Verizon sales representative or Janet Gazlay Martin at 1.844.881.4693.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin  
Director-Network Transformation  
[janet.a.gazlaymartin@verizon.com](mailto:janet.a.gazlaymartin@verizon.com)  
Verizon  
230 W 36<sup>th</sup> St. NY, NY 10018

**On behalf of:**

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> One Verizon Way Basking Ridge, NJ 07920	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
<b>Verizon Maryland LLC</b> 1 East Pratt Street Baltimore, MD 21202	<b>Verizon New York Inc.</b> 140 West Street New York, NY 10007	
<b>Verizon New England Inc.</b> 6 Bowdoin Square 9 <sup>th</sup> Floor Boston, MA 02114	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

**Federal Communications Commission**

445 12th Street SW

Washington, DC 20554

Phone: (888) 225-5322

<https://consumercomplaints.fcc.gov/hc/en-us>**State Public Utility Commissions**

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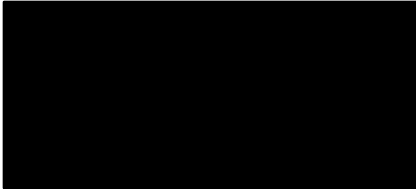
## Frequently Asked Questions

- 1. Why fiber-optics?** Fiber-optic facilities provide bandwidth to meet today's digital demands and the possibilities of tomorrow. And the quality, performance, and reliability that fiber-optics delivers for voice and other services are far superior to copper.
- 2. I don't want fiber-optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. How can I schedule an appointment?** There is no need to schedule an appointment at this time. Verizon will contact your company to make arrangements for the migration to fiber.
- 4. Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your location to connect to your equipment. Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 5. Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. Any DS1 services will also remain the same. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
- 6. What is the backup battery?** We will provide you with backup battery options that will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on corded telephones. Depending on the type of Verizon equipment installed at your location, backup power may be provided by a 12-volt battery or a device that uses 12 D-cell batteries. At the time of the installation, the technician will provide you with details on the specific backup power options available for your location. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 7. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



## NOTICE OF COPPER RETIREMENT

November 17, 2017



Currently, Verizon brings voice and/or data services to your home over copper cables. However, the company is updating to fiber-optic technology in your area and will be retiring its copper facilities that currently serve you and your neighbors.

To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities. If fiber is available to your home now, we will be contacting you individually soon to schedule an appointment to transition your services to fiber. Otherwise, we will be contacting you once fiber is available. In either case we will need to move your service well before we retire the copper in your area. Our plan is to retire our copper facilities in this area pursuant to our copper retirement notice filed with the FCC on June 1, 2017. You will have at least 90 days from the date of this letter before you are required to transition your service to fiber.

We will transfer your voice services from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any existing devices that rely on your current voice service such as fax machines, medical devices, or security alarms connected to a central station are fully compatible with voice service over fiber. We will also provide you with a battery backup device at no charge. For most residential customers, that device uses standard D-cell batteries that can support up to 24 hours of standby voice service during a commercial power outage. In case of a prolonged power outage you can simply replace the batteries and extend the backup power.

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Please review the Frequently Asked Questions for additional information about the fiber update or visit us at [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). If you still have questions, please call us Monday through Friday, 8 a.m. - 8 p.m. or Saturday 9 a.m. - 5 p.m. at 1.877.439.7442.

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Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin  
Director-Network Transformation  
Verizon  
230 W 36<sup>th</sup> St.  
NY, NY 10018

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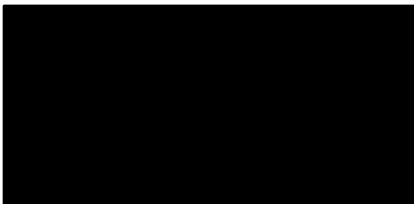
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- 2. I don't want fiber-optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
- 3. How can I schedule an appointment?** Verizon will contact you to schedule an appointment that is convenient for you. You may also call us at 1.877.439.7442 if you have any questions.
- 4. Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your home to connect to your phones. We will also provide a backup battery for voice service (see Question #6). Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 5. Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
- 6. What is the backup battery?** We will provide you with a backup battery device at no charge that will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on your corded telephones. For almost all residential customers, we can provide a battery backup device that can provide standby service for up to 24 hours using standard D-cell batteries. In the event of a prolonged power outage, you can simply replace the D-cell batteries for additional backup power. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 7. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



## AVISO DE RETIRADA DEL COBRE

17 de Noviembre de 2017



En la actualidad, Verizon le presta los servicios de voz o datos que llegan a su hogar a través de cables de cobre. No obstante, la compañía está instalando tecnología de fibra-óptica en su zona y esto significa que se retirarán las instalaciones de cobre que les sirven a usted y a sus vecinos.

Para poder continuar prestándole sus servicios, Verizon tendrá que trasladarlos a las nuevas instalaciones de fibra-óptica. Si ya está disponible la fibra para su residencia, pronto nos pondremos en contacto con usted personalmente para hacer una cita con el fin de instalarle el servicio de fibra. De lo contrario, nos comunicaremos con usted cuando esté disponible. En cualquier caso necesitaremos trasladar el servicio con bastante antelación a la fecha en que se retire el cobre de su zona. Nuestro plan es retirar nuestras instalaciones de cobre en esta área, de acuerdo con nuestro aviso de retiro de cobre, presentado ante la FCC el 1 de junio de 2017. Tendrá al menos 90 días a partir de la fecha de esta carta antes de que deba hacer la transición de su servicio a fibra.

La transferencia de los servicios de voz de cobre a fibra será gratuita. Esta transferencia no cambiará de ningún modo el servicio de voz que usted recibe de Verizon. Podrá seguir suscrito el mismo servicio de voz al mismo precio y con los mismos términos y condiciones. Además, cualquier dispositivo existente que dependa de su servicio de voz actual, como máquinas de fax, dispositivos médicos o alarmas de seguridad conectados a una estación central es totalmente compatible con el servicio de voz sobre fibra. También le facilitaremos gratis un dispositivo que funcionará como batería de reserva. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera cuando se produce un corte de electricidad. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar la disponibilidad.

Si se suscribe a nuestro servicio de Internet de Alta Velocidad, sí habrá un cambio, ya que dicho servicio no se ofrece en las instalaciones de fibra. En su lugar el acceso a Internet se ofrece a través del servicio Internet de Fios. Internet de Fios está disponible a velocidades muy superiores a las que alcanza el Internet de Alta Velocidad. Este servicio estará disponible a un precio especial para los clientes que migren de cobre a fibra como resultado de la retirada de las instalaciones de cobre. En algunos casos, el precio puede ser inferior o superior al que paga ahora por el acceso a Internet.

En la sección de preguntas más frecuentes encontrará más información sobre la actualización con fibra o también puede visitar [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). Si sigue teniendo alguna duda, llámenos de lunes a viernes de 8 a.m. a 8 p.m. o los sábados de 9 a.m. a 5 p.m. al 1.877.439.7442.

También puede ponerse en contacto con la Comisión Federal de Comunicaciones o la comisión de su estado si tiene alguna pregunta.

Permítame agradecerle su lealtad como cliente y su confianza.

Atentamente,

Janet Gazlay Martin  
Directora, Network Transformation  
Verizon  
230 W 36<sup>th</sup> St. NY, NY 10018



**En nombre de:**

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> One Verizon Way Basking Ridge, NJ 07920	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
<b>Verizon Maryland LLC</b> 1 East Pratt Street Baltimore, MD 21202	<b>Verizon New York Inc.</b> 140 West Street New York, NY 10007	
<b>Verizon New England Inc.</b> 6 Bowdoin Square 9 <sup>th</sup> Floor Boston, MA 02114	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

**Federal Communications Commission**

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Teléfono: (888) 225-5322

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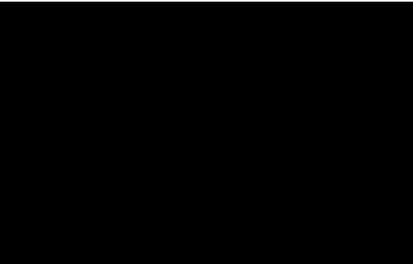
## Preguntas más frecuentes

- 1. ¿Por qué la fibra-óptica?** Las instalaciones de fibra-óptica ofrecen el ancho de banda necesario para responder a las exigencias digitales de hoy y a las posibilidades de mañana. Además, la calidad, rendimiento y confiabilidad que la fibra-óptica ofrece para servicios de voz y de otro tipo son muy superiores al cobre.
- 2. No quiero fibra-óptica. ¿Qué otras alternativas hay?** Una vez retiremos las instalaciones de cobre de su área, solo prestaremos servicio a través de fibra óptica. Por este motivo, si desea seguir recibiendo los servicios de Verizon, deberá migrar a nuestras instalaciones de fibra.
- 3. ¿Cómo hago la cita?** Verizon se comunicará con usted para hacer una cita en la fecha que le resulte más conveniente. Si lo prefiere, puede llamarnos al teléfono 1.877.439.7442 si tiene alguna pregunta.
- 4. ¿Es complicado el proceso de instalación? ¿Qué equipo necesito para usar las instalaciones de fibra-óptica?** Nuestra intención es que este proceso sea lo más sencillo posible. Nosotros le facilitaremos e instalaremos todo el equipo necesario y utilizaremos los cables que ya tiene instalados en su hogar para conectar los teléfonos. También le entregaremos una batería de reserva para el servicio de voz (ver la pregunta 6). Nuestro técnico contestará a sus preguntas y se asegurará de que todo funcione debidamente antes de irse.
- 5. ¿Cambiará el servicio o los precios debido a la actualización con fibra?** El servicio de voz que tiene ahora no cambiará, excepto que le llegará a través de las instalaciones de fibra-óptica que son de calidad superior. El servicio de Internet de Alta Velocidad no se ofrece en las instalaciones de fibra, pero en su lugar puede suscribirse a Internet de Fios. Si decide hacerlo, se le facturará el servicio que elija.
- 6. ¿Qué es la batería de reserva?** Le facilitaremos de forma gratuita una batería de reserva que suministrará energía a su servicio de voz en caso de que haya un corte de electricidad, para que pueda hacer y recibir llamadas, incluido al 911, desde teléfonos fijos con cable. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar el suministro de reserva. Los teléfonos inalámbricos, los equipos de alarma y cualquier otro dispositivo que necesite electricidad para funcionar no recibirán la alimentación de la batería de reserva.
- 7. ¿Qué ocurre si cambio de proveedor?** Ya hemos notificado a los proveedores que utilizan las instalaciones de cobre de Verizon sobre la transición de cobre a fibra y también ellos tendrán que migrar a las instalaciones de fibra-óptica de Verizon. Si lo desea puede transferir ("port") su número a otro proveedor.



## NOTICE OF COPPER RETIREMENT

November 17, 2017



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Otherwise, we will be contacting you once fiber is available. In either case we will need to move your service well before we retire the copper in your area. Our plan is to retire our copper facilities in this area, pursuant to our copper retirement notice filed with the FCC on June 1, 2017. You will have at least 90 days from the date of this letter before you are required to transition your service to fiber.

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Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin  
Director-Network Transformation  
Verizon  
230 W 36<sup>th</sup> St.  
NY, NY 1001

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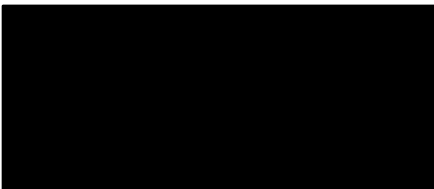
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17 de noviembre de 2017



En la actualidad, Verizon le presta los servicios de voz o datos que llegan a su hogar a través de cables de cobre. No obstante, la compañía está instalando tecnología de fibra-óptica en su zona y esto significa que se retirarán las instalaciones de cobre que les sirven a usted y a sus vecinos.

Para poder continuar prestándole sus servicios, Verizon tendrá que trasladarlos a las nuevas instalaciones de fibra-óptica. Si ya está disponible la fibra para su residencia, pronto nos pondremos en contacto con usted personalmente para hacer una cita con el fin de instalarle el servicio de fibra. De lo contrario, nos comunicaremos con usted cuando esté disponible. En cualquier caso necesitaremos trasladar el servicio con bastante antelación a la fecha en que se retire el cobre de su zona. Nuestro plan es retirar nuestras instalaciones de cobre en esta área, de acuerdo con nuestro aviso de retiro de cobre, presentado ante la FCC el 1 de junio de 2017. Tendrá al menos 90 días a partir de la fecha de esta carta antes de que deba hacer la transición de su servicio a fibra.

La transferencia de los servicios de voz de cobre a fibra será gratuita. Esta transferencia no cambiará de ningún modo el servicio de voz que usted recibe de Verizon. Podrá seguir suscrito el mismo servicio de voz al mismo precio y con los mismos términos y condiciones. Además, cualquier dispositivo existente que dependa de su servicio de voz actual, como máquinas de fax, dispositivos médicos o alarmas de seguridad conectados a una estación central es totalmente compatible con el servicio de voz sobre fibra. También le facilitaremos gratis un dispositivo que funcionará como batería de reserva. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera cuando se produce un corte de electricidad. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar la disponibilidad.

Si se suscribe a nuestro servicio de Internet de Alta Velocidad, sí habrá un cambio, ya que dicho servicio no se ofrece en las instalaciones de fibra. En su lugar el acceso a Internet se ofrece a través del servicio Internet de Fios. Internet de Fios está disponible a velocidades muy superiores a las que alcanza el Internet de Alta Velocidad. Este servicio estará disponible a un precio especial para los clientes que migren de cobre a fibra como resultado de la retirada de las instalaciones de cobre. En algunos casos, el precio puede ser inferior o superior al que paga ahora por el acceso a Internet.

En la sección de preguntas más frecuentes encontrará más información sobre la actualización con fibra o también puede visitar [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). Para obtener más información, por favor llame al 1.844.686.3868.

También puede ponerse en contacto con la Comisión Federal de Comunicaciones o la comisión de su estado si tiene alguna pregunta.

Permitame agradecerle su lealtad como cliente y su confianza.

Atentamente,

Janet Gazlay Martin  
Directora, Network Transformation  
Verizon  
230 W 36<sup>th</sup> St. NY, NY 10018

## En nombre de:

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> One Verizon Way Basking Ridge, NJ 07920	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
<b>Verizon Maryland LLC</b> 1 East Pratt Street Baltimore, MD 21202	<b>Verizon New York Inc.</b> 140 West Street New York, NY 10007	
<b>Verizon New England Inc.</b> 6 Bowdoin Square 9 <sup>th</sup> Floor Boston, MA 02114	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

## Federal Communications Commission

445 12th Street SW

Washington, DC 20554

Teléfono: (888) 225-5322

<https://consumercomplaints.fcc.gov/hc/en-us>

## Comisiones de servicios públicos estatales

<b>Delaware Public Service Commission</b> Cannon Building, Suite 100 861 Silver Lake Boulevard Dover, DE 19904 (302) 736-7500	<b>New York State Department of Public Service</b> 3 Empire State Plaza Albany, New York 12223-1350 (518) 402-1435
<b>Maryland Public Service Commission</b> William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	<b>Pennsylvania Public Utility Commission</b> PO Box 3265 Harrisburg, PA 17105-3265 (717) 772-7777
<b>Massachusetts Department of Telecommunications &amp; Cable</b> 1000 Washington Street Suite 820 Boston, MA 02118-6500 (800) 392-6066	<b>Rhode Island Public Utilities Commission</b> 89 Jefferson Boulevard Warwick, RI 02888 (401) 941-4500
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## Preguntas más frecuentes

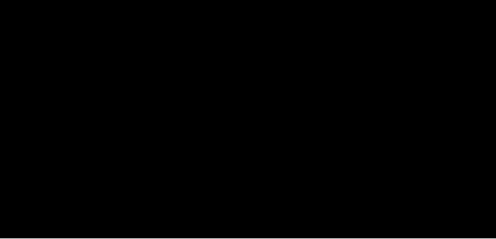
- 1. ¿Por qué la fibra-óptica?** Las instalaciones de fibra-óptica ofrecen el ancho de banda necesario para responder a las exigencias digitales de hoy y a las posibilidades de mañana. Además, la calidad, rendimiento y confiabilidad que la fibra-óptica ofrece para servicios de voz y de otro tipo son muy superiores al cobre.
- 2. No quiero fibra-óptica. ¿Qué otras alternativas hay?** Una vez retiremos las instalaciones de cobre de su área, solo prestaremos servicio a través de fibra óptica. Por este motivo, si desea seguir recibiendo los servicios de Verizon, deberá migrar a nuestras instalaciones de fibra.
- 3. ¿Es complicado el proceso de instalación? ¿Qué equipo necesito para usar las instalaciones de fibra-óptica?** Nuestra intención es que este proceso sea lo más sencillo posible. Nosotros le facilitaremos e instalaremos todo el equipo necesario y utilizaremos los cables que ya tiene instalados en su hogar para conectar los teléfonos. También le entregaremos una batería de reserva para el servicio de voz (ver la pregunta 5. Nuestro técnico contestará a sus preguntas y se asegurará de que todo funcione debidamente antes de irse.
- 4. ¿Cambiará el servicio o los precios debido a la actualización con fibra?** El servicio de voz que tiene ahora no cambiará, excepto que le llegará a través de las instalaciones de fibra-óptica que son de calidad superior. El servicio de Internet de Alta Velocidad no se ofrece en las instalaciones de fibra, pero en su lugar puede suscribirse a Internet de Fios. Si decide hacerlo, se le facturará el servicio que elija.
- 5. ¿Qué es la batería de reserva?** Le facilitaremos de forma gratuita una batería de reserva que suministrará energía a su servicio de voz en caso de que haya un corte de electricidad, para que pueda hacer y recibir llamadas, incluido al 911, desde teléfonos fijos con cable. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar el suministro de reserva. Los teléfonos inalámbricos, los equipos de alarma y cualquier otro dispositivo que necesite electricidad para funcionar no recibirán la alimentación de la batería de reserva.
- 6. ¿Qué ocurre si cambio de proveedor?** Ya hemos notificado a los proveedores que utilizan las instalaciones de cobre de Verizon sobre la transición de cobre a fibra y también ellos tendrán que migrar a las instalaciones de fibra-óptica de Verizon. Si lo desea puede transferir ("port") su número a otro proveedor.





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January 26, 2018



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To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities. If fiber is available to your business now, we will be contacting you individually soon to schedule an appointment to transition your services to fiber. Otherwise, we will be contacting you once fiber is available. In either case we will need to move your service well before we retire the copper in your area. Our plan is to retire our copper facilities in this area pursuant to our copper retirement notice filed with the FCC on June 1, 2017. You will have at least 180 days from the date of this letter before you are required to transition your service to fiber.

If you currently subscribe to voice service from Verizon, we will transfer your service from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any existing devices that rely on your current voice service such as fax machines, medical devices, or security alarms connected to a central station are fully compatible with voice service over fiber. In the event of a commercial power outage your voice service will not work without battery backup. We can provide a battery backup device for an additional charge.

If you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change because that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet and is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

There are some copper-based low bandwidth private line services that will not be available on fiber in the future. Many of them are outdated and may not meet your needs going forward. If you subscribe to one of those services, we will work with you to find a more appropriate service to meet your needs. Low bandwidth private line circuits that are transferred to fiber will have no change in price, terms and conditions.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). If you still have questions, please contact your Verizon sales representative or Janet Gazlay Martin at 1.844.881.4693.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin  
Director-Network Transformation  
[janet.a.gazlaymartin@verizon.com](mailto:janet.a.gazlaymartin@verizon.com)  
Verizon  
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- 3. How can I schedule an appointment?** There is no need to schedule an appointment at this time. Verizon will contact your company to make arrangements for the migration to fiber.
- 4. Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your location to connect to your equipment. Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
- 5. Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. Any DS1 services will also remain the same. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
- 6. What is the backup battery?** We will provide you with backup battery options that will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on corded telephones. Depending on the type of Verizon equipment installed at your location, backup power may be provided by a 12-volt battery or a device that uses 12 D-cell batteries. At the time of the installation, the technician will provide you with details on the specific backup power options available for your location. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
- 7. What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



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Sincerely,

Janet Gazlay Martin  
Director-Network Transformation  
[janet.a.gazlaymartin@verizon.com](mailto:janet.a.gazlaymartin@verizon.com)  
Verizon  
230 W 36<sup>th</sup> St. NY, NY 10018

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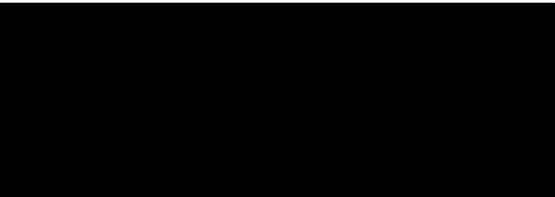
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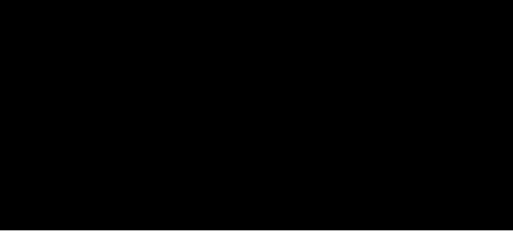
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We will transfer your voice service from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any existing devices that rely on your current voice service such as fax machines, medical devices, or security alarms connected to a central station are fully compatible with voice service over fiber. In the event of a commercial power outage, your voice service will not work without battery backup. Battery back-up options are available depending on the number of lines to be supported. Our representatives can best answer your questions when you call to make an appointment.

Similarly, if you subscribe to any of our DS1 data services, there will be no change to the price, terms, and conditions when you move these services to our fiber-optic facilities.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change because that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet and is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

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Please review the Frequently Asked Questions for additional information about the fiber update or visit us at [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). If you still have questions, please call us Monday through Friday, 8:30 a.m. – 6:00 p.m. at 1.877.505.1185.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin  
Director-Network Transformation  
Verizon  
230 W 36<sup>th</sup> St., NY, NY 10018

**On behalf of:**

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> One Verizon Way Basking Ridge, NJ 07920	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
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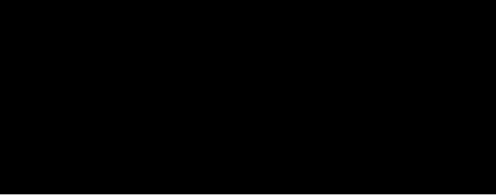
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4. **Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your location to connect to your phones. We will also provide a backup battery for voice service (see Question #6). Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
5. **Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. Any DS1 services will also remain the same. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
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Janet Gazlay Martin  
Director-Network Transformation  
Verizon  
230 W 36<sup>th</sup> St., NY, NY 10018

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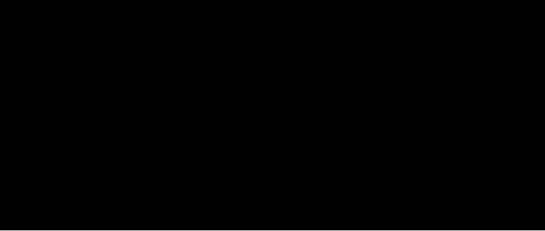
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Sincerely,

A handwritten signature in black ink, reading "Janet Gazlay Martin".

Janet Gazlay Martin  
Director-Network Transformation  
[janet.a.gazlaymartin@verizon.com](mailto:janet.a.gazlaymartin@verizon.com)  
Verizon  
230 W 36<sup>th</sup> St. NY, NY 10018



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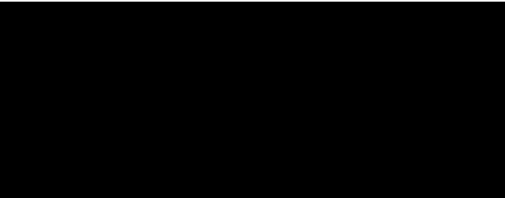
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## AVISO DE RETIRADA DEL COBRE

26 de enero 2018

Nombre  
Dirección

Estimado(a) XXXXX:

Número de teléfono: XXX-XXX-XXXX-XXX

En la actualidad, Verizon le presta los servicios de voz o datos que llegan a su hogar a través de cables de cobre. No obstante, la compañía está instalando tecnología de fibra-óptica en su zona y esto significa que se retirarán las instalaciones de cobre que les sirven a usted y a sus vecinos.

Para poder continuar prestándole sus servicios, Verizon tendrá que trasladarlos a las nuevas instalaciones de fibra-óptica. Si ya está disponible la fibra para su residencia, pronto nos pondremos en contacto con usted personalmente para hacer una cita con el fin de instalarle el servicio de fibra. De lo contrario, nos comunicaremos con usted cuando esté disponible. En cualquier caso necesitaremos trasladar el servicio con bastante antelación a la fecha en que se retire el cobre de su zona. Nuestro plan es retirar nuestras instalaciones de cobre en esta área, de acuerdo con nuestro aviso de retiro de cobre, presentado ante la FCC el 01 de junio 2017. Tendrá al menos 90 días a partir de la fecha de esta carta antes de que deba hacer la transición de su servicio a fibra.

La transferencia de los servicios de voz de cobre a fibra será gratuita. Esta transferencia no cambiará de ningún modo el servicio de voz que usted recibe de Verizon. Podrá seguir suscrito el mismo servicio de voz al mismo precio y con los mismos términos y condiciones. Además, cualquier dispositivo existente que dependa de su servicio de voz actual, como máquinas de fax, dispositivos médicos o alarmas de seguridad conectados a una estación central es totalmente compatible con el servicio de voz sobre fibra. También le facilitaremos gratis un dispositivo que funcionará como batería de reserva. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera cuando se produce un corte de electricidad. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar la disponibilidad.

Si se suscribe a nuestro servicio de Internet de Alta Velocidad, sí habrá un cambio, ya que dicho servicio no se ofrece en las instalaciones de fibra. En su lugar el acceso a Internet se ofrece a través del servicio Internet de Fios. Internet de Fios está disponible a velocidades muy superiores a las que alcanza el Internet de Alta Velocidad. Este servicio estará disponible a un precio especial para los clientes que migren de cobre a fibra como resultado de la retirada de las instalaciones de cobre. En algunos casos, el precio puede ser inferior o superior al que paga ahora por el acceso a Internet.

En la sección de preguntas más frecuentes encontrará más información sobre la actualización con fibra o también puede visitar [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). Si sigue teniendo alguna duda, llámenos de lunes a viernes de 8 a.m. a 8 p.m. o los sábados de 9 a.m. a 5 p.m. al 1.877.439.7442.

También puede ponerse en contacto con la Comisión Federal de Comunicaciones o la comisión de su estado si tiene alguna pregunta.

Permítame agradecerle su lealtad como cliente y su confianza.

Atentamente,

Janet Gazlay Martin  
Directora, Network Transformation  
Verizon  
230 W 36<sup>th</sup> St. NY, NY 10018

**En nombre de:**

<b>Verizon Delaware LLC</b> 901 Tatnall Street Wilmington, DE 19801	<b>Verizon New Jersey Inc.</b> One Verizon Way Basking Ridge, NJ 07920	<b>Verizon Virginia LLC</b> 22001 Loudoun County Parkway Ashburn, VA 20147
<b>Verizon Maryland LLC</b> 1 East Pratt Street Baltimore, MD 21202	<b>Verizon New York Inc.</b> 140 West Street New York, NY 10007	
<b>Verizon New England Inc.</b> 6 Bowdoin Square 9 <sup>th</sup> Floor Boston, MA 02114	<b>Verizon Pennsylvania LLC</b> 1717 Arch Street Philadelphia, PA 19103	

**Federal Communications Commission**

445 12th Street SW

Washington, DC 20554

Teléfono: (888) 225-5322

<https://consumercomplaints.fcc.gov/hc/en-us>**Comisiones de servicios públicos estatales**

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<b>Maryland Public Service Commission</b> William Donald Schaefer Tower 6 St. Paul St., 16th Floor Baltimore, MD 21202 (410) 767-8000	<b>Pennsylvania Public Utility Commission</b> PO Box 3265 Harrisburg , PA 17105-3265 (717) 772-7777
<b>Massachusetts Department of Telecommunications &amp; Cable</b> 1000 Washington Street Suite 820 Boston, MA 02118-6500 (800) 392-6066	<b>Rhode Island Public Utilities Commission</b> 89 Jefferson Boulevard Warwick, RI 02888 (401) 941-4500
<b>New Jersey Board of Public Utilities</b> 44 South Clinton Avenue 3 <sup>rd</sup> Floor, Suite 314 P.O. Box 350 Trenton, NJ 08625-0350 (800) 624-0241	<b>Virginia State Corporation Commission Public Utilities</b> P.O. Box 1197 Richmond, Virginia 23218 (804) 371-9420

## Preguntas más frecuentes

- 1. ¿Por qué la fibra-óptica?** Las instalaciones de fibra-óptica ofrecen el ancho de banda necesario para responder a las exigencias digitales de hoy y a las posibilidades de mañana. Además, la calidad, rendimiento y confiabilidad que la fibra-óptica ofrece para servicios de voz y de otro tipo son muy superiores al cobre.
- 2. No quiero fibra-óptica. ¿Qué otras alternativas hay?** Una vez retiremos las instalaciones de cobre de su área, solo prestaremos servicio a través de fibra óptica. Por este motivo, si desea seguir recibiendo los servicios de Verizon, deberá migrar a nuestras instalaciones de fibra.
- 3. ¿Cómo hago la cita?** Verizon se comunicará con usted para hacer una cita en la fecha que le resulte más conveniente. Si lo prefiere, puede llamarnos al teléfono 1.877.439.7442 si tiene alguna pregunta.
- 4. ¿Es complicado el proceso de instalación? ¿Qué equipo necesito para usar las instalaciones de fibra-óptica?** Nuestra intención es que este proceso sea lo más sencillo posible. Nosotros le facilitaremos e instalaremos todo el equipo necesario y utilizaremos los cables que ya tiene instalados en su hogar para conectar los teléfonos. También le entregaremos una batería de reserva para el servicio de voz (ver la pregunta 6). Nuestro técnico contestará a sus preguntas y se asegurará de que todo funcione debidamente antes de irse.
- 5. ¿Cambiará el servicio o los precios debido a la actualización con fibra?** El servicio de voz que tiene ahora no cambiará, excepto que le llegará a través de las instalaciones de fibra-óptica que son de calidad superior. El servicio de Internet de Alta Velocidad no se ofrece en las instalaciones de fibra, pero en su lugar puede suscribirse a Internet de Fios. Si decide hacerlo, se le facturará el servicio que elija.
- 6. ¿Qué es la batería de reserva?** Le facilitaremos de forma gratuita una batería de reserva que suministrará energía a su servicio de voz en caso de que haya un corte de electricidad, para que pueda hacer y recibir llamadas, incluido al 911, desde teléfonos fijos con cable. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar el suministro de reserva. Los teléfonos inalámbricos, los equipos de alarma y cualquier otro dispositivo que necesite electricidad para funcionar no recibirán la alimentación de la batería de reserva.
- 7. ¿Qué ocurre si cambio de proveedor?** Ya hemos notificado a los proveedores que utilizan las instalaciones de cobre de Verizon sobre la transición de cobre a fibra y también ellos tendrán que migrar a las instalaciones de fibra-óptica de Verizon. Si lo desea puede transferir ("port") su número a otro proveedor.





## NOTICE OF COPPER RETIREMENT

January 26, 2018



Currently, Verizon brings voice and/or data services to your home over copper cables. However, the company is updating to fiber-optic technology in your area and will be retiring its copper facilities that currently serve you and your neighbors.

To continue to provide you service, Verizon will have to move your service to these fiber-optic facilities. If fiber is available to your home now, we will be contacting you individually soon to schedule an appointment to transition your services to fiber.

Otherwise, we will be contacting you once fiber is available. In either case we will need to move your service well before we retire the copper in your area. Our plan is to retire our copper facilities in this area, pursuant to our copper retirement notice filed with the FCC on June 1, 2017. You will have at least 90 days from the date of this letter before you are required to transition your service to fiber.

We will transfer your voice services from copper to fiber at no cost to you. This transfer will not result in any change to the voice service that you currently receive from Verizon. You may continue to subscribe to the same voice service at the same price, terms, and conditions. In addition, any existing devices that rely on your current voice service such as fax machines, medical devices, or security alarms connected to a central station are fully compatible with voice service over fiber. We will also provide you with a battery backup device at no charge. For most residential customers, that device uses standard D-cell batteries that can support up to 24 hours of standby voice service during a commercial power outage. In case of a prolonged power outage you can simply replace the batteries and extend the backup power.

If you subscribe to our High Speed Internet service, the migration to fiber will require a change because that service is not available on our fiber facilities. The Internet access service that we offer on fiber is Fios Internet and is available at significantly faster speeds than High Speed Internet. We will offer the service at a special rate for customers who migrate from copper to fiber facilities as a result of the retirement of our copper facilities. In some cases, this price may be lower or higher than what you currently pay for Internet access.

Please review the Frequently Asked Questions for additional information about the fiber update or visit us at [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). For more information, please call us at 1.844.686.3868.

You may also contact the Federal Communications Commission or your State Commission if you have any questions.

Thank you for continuing to be a loyal customer. We greatly appreciate your business.

Sincerely,

A handwritten signature in black ink that reads "Janet Gazlay Martin".

Janet Gazlay Martin  
Director-Network Transformation  
Verizon  
230 W 36<sup>th</sup> St.  
NY, NY 1001

**On behalf of:**

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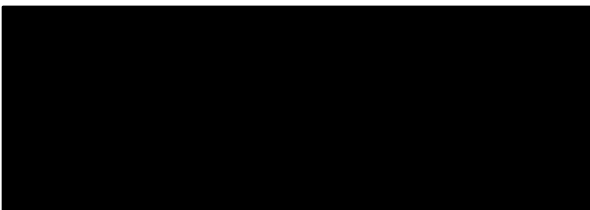
## Frequently Asked Questions

1. **Why fiber-optics?** Fiber-optic facilities provide bandwidth to meet today's digital demands and the possibilities of tomorrow. And the quality, performance, and reliability that fiber-optics delivers for voice and other services are far superior to copper.
2. **I don't want fiber-optics. What are my alternatives?** After we retire copper facilities in your area, we will only provide service over fiber-optics. So in order to continue receiving Verizon services, you will have to migrate to our fiber facilities.
3. **Is the installation process complicated? What equipment is needed in order for me to update to the fiber-optic facilities?** Our goal is to make this as easy as possible. We will provide and install all the required equipment, and use the existing wiring at your home to connect to your phones. We will also provide a backup battery for voice service (see Question #5). Our technician will answer any questions you have and ensure everything is working properly before he or she leaves.
4. **Will my service or rates change as a result of the fiber update?** Your existing voice service will not change, aside from the added benefit of being delivered over our better quality fiber-optic facilities. High Speed Internet is not available on fiber, but you may choose to have Fios Internet instead. If you choose to purchase Fios Internet, you will be billed accordingly for the service you select.
5. **What is the backup battery?** We will provide you with a backup battery device at no charge that will power your voice service in the event of a power outage, allowing you to make and receive calls, including to 911, on your corded telephones. For almost all residential customers, we can provide a battery backup device that can provide standby service for up to 24 hours using standard D-cell batteries. In the event of a prolonged power outage, you can simply replace the D-cell batteries for additional backup power. (Cordless phones, alarm equipment, or other devices that require electricity to operate will not be powered by the backup battery device.)
6. **What if I change providers?** Providers using Verizon's copper facilities have been notified regarding the copper-to-fiber transition and will also be required to migrate to Verizon's fiber-optic facilities. You may transfer (or "port") your number to a new provider.



## AVISO DE RETIRADA DEL COBRE

26 de enero 2018



En la actualidad, Verizon le presta los servicios de voz o datos que llegan a su hogar a través de cables de cobre. No obstante, la compañía está instalando tecnología de fibra-óptica en su zona y esto significa que se retirarán las instalaciones de cobre que les sirven a usted y a sus vecinos.

Para poder continuar prestándole sus servicios, Verizon tendrá que trasladarlos a las nuevas instalaciones de fibra-óptica. Si ya está disponible la fibra para su residencia, pronto nos pondremos en contacto con usted personalmente para hacer una cita con el fin de instalarle el servicio de fibra. De lo contrario, nos comunicaremos con usted cuando esté disponible. En cualquier caso necesitaremos trasladar el servicio con bastante antelación a la fecha en que se retire el cobre de su zona. Nuestro plan es retirar nuestras instalaciones de cobre en esta área, de acuerdo con nuestro aviso de retiro de cobre, presentado ante la FCC el 01 de junio 2017. Tendrá al menos 90 días a partir de la fecha de esta carta antes de que deba hacer la transición de su servicio a fibra.

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Si se suscribe a nuestro servicio de Internet de Alta Velocidad, sí habrá un cambio, ya que dicho servicio no se ofrece en las instalaciones de fibra. En su lugar el acceso a Internet se ofrece a través del servicio Internet de Fios. Internet de Fios está disponible a velocidades muy superiores a las que alcanza el Internet de Alta Velocidad. Este servicio estará disponible a un precio especial para los clientes que migren de cobre a fibra como resultado de la retirada de las instalaciones de cobre. En algunos casos, el precio puede ser inferior o superior al que paga ahora por el acceso a Internet.

En la sección de preguntas más frecuentes encontrará más información sobre la actualización con fibra o también puede visitar [verizon.com/fiberupgrade](http://verizon.com/fiberupgrade). Para obtener más información, por favor llame al 1.844.686.3868.

También puede ponerse en contacto con la Comisión Federal de Comunicaciones o la comisión de su estado si tiene alguna pregunta.

Permítame agradecerle su lealtad como cliente y su confianza.

Atentamente,

Janet Gazlay Martin  
Directora, Network Transformation  
Verizon  
230 W 36<sup>th</sup> St. NY, NY 10018

## En nombre de:

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## Preguntas más frecuentes

- 1. ¿Por qué la fibra-óptica?** Las instalaciones de fibra-óptica ofrecen el ancho de banda necesario para responder a las exigencias digitales de hoy y a las posibilidades de mañana. Además, la calidad, rendimiento y confiabilidad que la fibra-óptica ofrece para servicios de voz y de otro tipo son muy superiores al cobre.
- 2. No quiero fibra-óptica. ¿Qué otras alternativas hay?** Una vez retiremos las instalaciones de cobre de su área, solo prestaremos servicio a través de fibra óptica. Por este motivo, si desea seguir recibiendo los servicios de Verizon, deberá migrar a nuestras instalaciones de fibra.
- 3. ¿Es complicado el proceso de instalación? ¿Qué equipo necesito para usar las instalaciones de fibra-óptica?** Nuestra intención es que este proceso sea lo más sencillo posible. Nosotros le facilitaremos e instalaremos todo el equipo necesario y utilizaremos los cables que ya tiene instalados en su hogar para conectar los teléfonos. También le entregaremos una batería de reserva para el servicio de voz (ver la pregunta 5. Nuestro técnico contestará a sus preguntas y se asegurará de que todo funcione debidamente antes de irse.
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- 5. ¿Qué es la batería de reserva?** Le facilitaremos de forma gratuita una batería de reserva que suministrará energía a su servicio de voz en caso de que haya un corte de electricidad, para que pueda hacer y recibir llamadas, incluido al 911, desde teléfonos fijos con cable. Para la mayoría de los clientes residenciales, estos dispositivos emplean pilas D-cell, capaces de proporcionar 24 horas de energía al servicio de voz en espera. Si el corte dura más de ese tiempo, solo tiene que cambiar las pilas para prolongar el suministro de reserva. Los teléfonos inalámbricos, los equipos de alarma y cualquier otro dispositivo que necesite electricidad para funcionar no recibirán la alimentación de la batería de reserva.
- 6. ¿Qué ocurre si cambio de proveedor?** Ya hemos notificado a los proveedores que utilizan las instalaciones de cobre de Verizon sobre la transición de cobre a fibra y también ellos tendrán que migrar a las instalaciones de fibra-óptica de Verizon. Si lo desea puede transferir ("port") su número a otro proveedor.